

Your Choice 3-Tier— A Tiered Provider Network Option Plan

How Does Tufts Health Plan Tier Its Doctors?

Before we explain how we tier providers (doctors and hospitals), there are a couple of other things to understand first:

- 1 How we group providers:** In general, all doctors in a group practice affiliated with a particular hospital are placed in the same tier. For example, if a doctor is part of XYZ Medical Associates and affiliated with Hospital A, then all of the doctors at XYZ generally will be in the same tier as Hospital A.
- 2 Measurements:** The measurements used to tier doctors and hospitals are based on nationally accepted quality measures as well as measures for cost-effectiveness, including cost paid by the health plan for total medical services.

Now that we understand that, here is how Tufts Health Plan tiers a provider.

STEP 1

We review the provider's quality scores. Any provider that does not meet our quality threshold is automatically placed into the highest cost share (tier 3), regardless of his or her cost effectiveness.

STEP 2

We review the provider's costs for medical services and compare them to the average we see across our provider network.

Based on the outcome of those two steps, a provider is placed in a tier.

Tier 1 (lowest cost share)—Providers that meet the quality and cost thresholds

Tier 2 (middle cost share)—Providers that meet the quality threshold but are not as cost-effective as Tier 1 providers

Tier 3 (highest cost share)—Providers that do not meet the quality threshold, or that do meet the quality threshold but do not meet the cost threshold

All of the hospitals in the Tufts Health Plan network meet our quality standards. As part of our NCOA accreditation and our own quality initiatives, we are committed to contracting with a network of high-performing hospitals. Keep in mind that there are many ways to measure quality. The combination of industry metrics, including Joint Commission and Leapfrog measures, that we have selected is just one of many ways to look at quality and does not guarantee a particular outcome at a certain hospital. The quality of the network hospitals is reviewed periodically through the recredentialing process and quality assurance programs. Tiering will be updated on an annual basis to reflect changes in hospital quality or cost based on the measures that we use.

There may be some exceptions to the tiering process. Your provider will have more information about his or her specific tier placement.

Tiered Provider Network: This plan includes the Tiered Provider Network called Your Choice. In this plan you may pay different levels of copayments, coinsurance, and/or deductibles depending on your plan design and the tier of the provider delivering a covered service or supply. This plan may make changes to a provider's benefit tier annually. Please consult the Your Choice provider directory or visit the provider search tool at tuftshealthplan.com and click on Find a Doctor to determine the tier of providers in the Your Choice Tiered Provider Network. If you need a paper copy of the provider directory, please contact Member Services.