



# Member Guide

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July 1, 2022





Dear Member,

At Tufts Health Plan, we are committed to providing GIC members access to high-quality health care coverage and services to help you and your family stay healthy. Our health plans offer preventive care, behavioral health services, care management, wellness programs, and many other great perks.

We encourage you to use this member guide to:

- Learn more about the latest benefit updates and digital tools
- Register for your secure member account and download our free mobile app
- Explore wellness programs like discounts at health facilities and more


You can also visit [tuftshealthplan.com/gic](https://tuftshealthplan.com/gic) or call 800.870.9488 for other information and resources specific to your plan.

Sincerely,

Tufts Health Plan

# Table of Contents

- Navigator Benefit Summary ..... 1
- Navigator Centered Care Program ..... 7
- Behavioral Health Benefits ..... 9
- Onduo Diabetes Program ..... 12
- Digital Tools ..... 14
- Ambulatory Surgical Centers List ..... 16
- COVID-19 Resource Center ..... 21
- Eye Care Benefits ..... 22
- Discounts and Perks ..... 24
- Fitness Rewards ..... 28
- Navigator Provider Access Area ..... 31
- New England Baptist Hospital Program ..... 35
- Notice of Privacy Practices ..... 37
- OCR Notice ..... 42

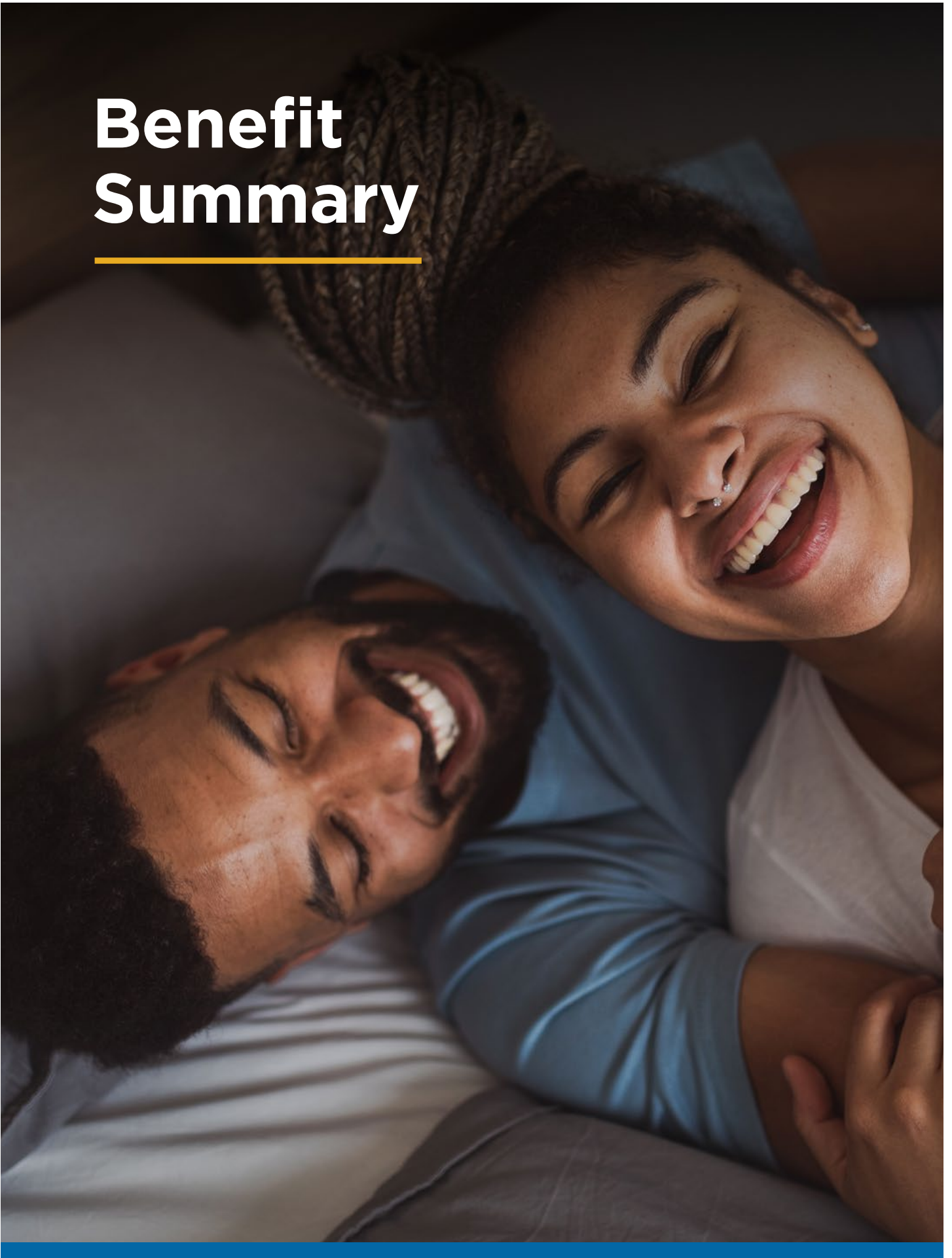
Click on arrow at bottom of each section to move back here 

**For more information:**  
**[tuftshealthplan.com/gic](https://tuftshealthplan.com/gic)**  
800.870.9488



# Benefit Summary

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Navigator™ by Tufts Health Plan is a point of service (POS) plan that covers preventive and medically necessary health care services and supplies. These are services and supplies you need to help you stay healthy or get healthy when you're sick.

#### How this plan works:

- You can get covered health care services from any health care provider in or out of our network. Your costs are lower in-network.
- Use the “Authorized” level of benefits and visit Tier 1 or Tier 2 providers to lower your cost share.

#### To receive the highest (“Authorized”) level of benefits:

- Choose a primary care provider (PCP)
- Obtain care from your PCP
- Obtain referrals to see specialists when needed
- Use providers in the Navigator by Tufts Health Plan network

You will pay more when you use the “Unauthorized” level of benefits—that is, you have not chosen a PCP or obtained referrals to see specialists, or you are using out-of-network providers.

**It is very important to check the updated tier assignments for all of your providers, as tier assignments may have changed. Go to [tuftshealthplan.com/gic](https://tuftshealthplan.com/gic), your secure online member account to check your provider's tier or to search for a provider.**

Primary Care Physicians (PCPs), specialists, and hospitals are placed in one of three tiers based on participation in the GIC's Centered Care program and the group's total cost for GIC members. All physicians and hospitals in the same provider system are placed in the same tier.

Member cost-sharing varies by tier, and **your copayments depend on the providers you choose**. If you regularly use Tier 2 or Tier 3 providers, you may want to consider changing to a Tier 1 provider—you could save up to \$45 on each office visit and \$1,225 on hospital admissions.

#### Tier 1:

- PCPs (including pediatricians and PCPs who are also specialists)—\$10
- Specialists—\$30
- Hospitals—\$275

#### Tier 2:

- PCPs—\$20
- Specialists—\$60
- Hospitals—\$500

#### Tier 3:

- PCPs—\$40
- Specialists—\$75
- Hospitals—\$1,500

To see the copays for each network hospital, check the Navigator Copayments for Inpatient Hospital Admissions list in this guide.

#### About this plan's deductibles

- Authorized annual deductible: Plan members must pay the authorized deductible of **\$500 per individual/\$1,000 per family** for applicable covered services in our network. This does not apply to in-network behavioral health services.
- Unauthorized annual deductible: Members using the unauthorized level of benefits must pay the unauthorized deductible of **\$500 per individual/\$1,000 per family**. This unauthorized deductible also applies to out-of-network behavioral health services.

Once you have paid the unauthorized deductible, Tufts Health Plan will pay 80% and you will pay 20% of the “reasonable charges.”\* This continues until you reach the out-of-pocket maximum of \$5,000 per individual/\$10,000 per family. At this time, your services are covered in full (up to the reasonable charges) for the rest of the plan year.

\*Reasonable charges are the customary rates that providers in a geographical area are paid for specific services.



Plan Deductibles and Out-of-Pocket Maximums		
Authorized Deductible	<b>\$500</b> individual; <b>\$1,000</b> family	
Authorized Out-of-Pocket Maximum	<b>\$5,000</b> individual; <b>\$10,000</b> family (Applies to medical, prescription drug and behavioral health services).	
Unauthorized Deductible	<b>\$500</b> individual; <b>\$1,000</b> family (Includes mental health and substance use disorder services received from out-of-network providers).	
Unauthorized Out-of-Pocket Maximum	<b>\$5,000</b> individual; <b>\$10,000</b> family (Includes costs of mental health and substance use disorder services received from out-of-network providers).	
Outpatient Medical Care	Authorized	Unauthorized (After deductible)
Primary Care Provider office visits	★ ★ ★ Tier 1—\$10 per visit ★ ★ Tier 2—\$20 per visit ★ Tier 3—\$40 per visit	Plan covers 80%
Specialist office visits	★ ★ ★ Tier 1—\$30 per visit ★ ★ Tier 2—\$60 per visit ★ Tier 3—\$75 per visit All other specialists: \$60 per visit	Plan covers 80%
Routine Physical Exams (One physical per plan year for members 18 years and older)	Covered in full	Plan covers 80%
Minute Clinics and Freestanding Urgent Care Centers	\$20 per visit	Plan covers 80%
Well-Child Care (See your Member Handbook for a schedule of covered routine physicals for children up to 18 years of age.)	Covered in full	Plan covers 80%
OB/GYN Care	★ ★ ★ Tier 1—\$30 per visit ★ ★ Tier 2—\$60 per visit ★ Tier 3—\$75 per visit	Plan covers 80%
Maternity Care (Hospitalization covered under Inpatient Hospital Care benefit listed below)	Covered in full	Plan covers 80%
Mammograms, Pap Smears	Covered in full	Plan covers 80%
Diagnostic Imaging, Lab Tests	Covered in full after deductible	Plan covers 80%
Diagnostic Imaging - High-Tech Imaging (MRIs, CT/CAT scans, PET scans, and nuclear cardiology)	\$100 per day; then deductible applies	Plan covers 80%
Colonoscopy - Preventive	Covered in full	Plan covers 80%
Colonoscopy - All others	\$250 per visit; then deductible applies	Plan covers 80%
Speech Therapy	\$20 per visit	Plan covers 80%
Short-Term Physical and Occupational Therapy (Up to 30 visits per plan year for each type of therapy)	\$20 per visit	Plan covers 80%
Routine Eye Exams (One exam per 24 months; to be covered at the in-network level of benefits, you must get care from an EyeMed provider)	\$20 per visit	Plan covers 80%
Spinal Manipulation (Up to one evaluation and 20 visits per plan year)	\$20 per visit	Plan covers 80%
Teleheath through Teladoc®	\$15 per visit for medical and dermatology; \$10 per visit for behavioral health	Plan covers 80%
Telemedicine	For Behavioral Health/substance use disorder: the first three telemedicine visits waived for in-network outpatient services, after the first three visits, an office visit copay will apply  For all other covered services: PCP or Specialist Copayment will apply  <b>Note:</b> Teladoc is not included with this change	Plan covers 80%



Inpatient Hospital Care & Surgery	Authorized	Unauthorized (After deductible)
Day Surgery	Eye and GI procedures at a free-standing ambulatory surgery center: \$150 copay per visit, then deductible applies (Maximum of 4 copayments per member per plan year)  All other procedures regardless of facility type: \$250 copay per visit, then deductible applies (Maximum of 4 copayments per member per plan year)	Plan covers 80%
Inpatient Hospital Care*	Tier 1 - \$275 then deductible applies Tier 2 - \$500, then deductible applies Tier 3 - \$1,500, then deductible applies (Maximum of 1 copayment per member per plan year quarter)	Plan covers 80%
Skilled Nursing In Skilled Nursing Facility (Maximum allowance of 45 days per member per plan year, combined in- and out-of-network)	Plan covers 80% after deductible	Plan covers 80%
Emergency Care	Authorized (Covered in full after applicable copay)	Unauthorized (Covered in full after applicable copay)
In Emergency Room (Copay waived if admitted)	\$100 per visit, then authorized deductible applies	
In Provider's Office	\$10/\$20/\$40 per PCP visit; \$30/\$60/\$75 per Specialist visit (Depending on physician copayment level)	\$10/\$20/\$40 per PCP visit; \$30/\$60/\$75 per Specialist visit (Depending on physician copayment level)
Behavioral Health and Substance Use Disorder	In-Network	Out-of-Network
Outpatient Care (including Individual & Family Therapy, Specialty Outpatient Services, Group Therapy & Medication Management)	\$10 per visit	Deductible and coinsurance
Inpatient Care	\$200 copay, per calendar year quarter	Deductible and coinsurance
Telehealth through Teladoc®	\$10 per visit for behavioral health	Plan covers 80%
Telemedicine	For Behavioral Health/substance use disorder: the first three telemedicine visits waived for in-network outpatient services, after the first three visits, an office visit copay will apply  <b>Note:</b> Teladoc is not included with this change	Plan covers 80%
Other Services	Authorized	Unauthorized (After deductible)
Durable Medical Equipment	Covered in full after deductible	Plan covers 80%
Ambulance	Covered in full after deductible	Covered in full (After the authorized deductible)
Fitness Reimbursement	\$150 Reimbursement for Fitness Center fees per household**	
Pharmacy Coverage	Pharmacy coverage is administered by Express Scripts. For benefit information, call Express Scripts at 855.283.7679 or <a href="https://www.express-scripts.com/gicRx">express-scripts.com/gicRx</a>	

\*Members may only be responsible for one copayment if readmitted within 30 days in the same plan year. Please call Member Services in this circumstance.

\*\*Please see Fitness Flyer for details.

There are some services that the plan does not cover. These services include, but are not limited to: A service or supply not described as covered in your Member Handbook • Exams required by a third party, such as your employer, an insurance company, school or court • Cosmetic surgery or any other cosmetic procedure except certain reconstructive procedures • Experimental or investigational drugs, services and procedures • Eyeglasses • Blood, blood donor fees, blood storage fees, blood substitutes, blood banking, cord blood banking, or blood products, except as described in your Member Handbook • Drugs for use outside of hospital except as covered under Prescription Drug Coverage • Personal comfort items • Custodial care • A service furnished to someone other than the member • Routine foot care, except as described in your Member Handbook • Charges incurred for stays in a covered facility beyond the discharge hour

• Care for conditions that state or local law requires to be treated in a public facility • Medical or surgical procedures for reversal of voluntary sterilization • Foot orthotics, except therapeutic/molded shoes for an individual with severe diabetic foot disease • Spinal manipulation for members age 12 and under.

This is only a summary of your benefits. Check your account at [tuftshealthplan.com/gic](https://tuftshealthplan.com/gic) for full benefit information.  
If you have additional questions, please contact Tufts Health Plan at 800.870.9488.

# Navigator Copayments For Inpatient Hospital Admissions

Hospitals are grouped into three tiers based on participation in the GIC's Centered Care program and the group's total cost for GIC members. Please note: **It is very important to check the tier assignments for all your providers.**

**Tier 1:** hospitals with the lowest cost share — **\$275** copayment for each hospital admission\*

**Tier 2:** hospitals with a mid-level cost share — **\$500** copayment for each hospital admission\*

**Tier 3:** hospitals with the highest cost share — **\$1,500** copayment for each hospital admission\*

\* Limit of one inpatient care copayment per quarter

Hospital	Copayment
Alice Peck Day Hospital	\$500
Anna Jaques Hospital	\$275
Androscoggin Valley Hospital	\$500
Athol Memorial Hospital	\$1,500
Baystate Franklin Medical Center	\$275
Baystate Medical Center	\$275
Baystate Noble Hospital	\$275
Baystate Wing Hospital	\$275
Berkshire Medical Center	\$275
Beth Israel Deaconess - Milton Hospital	\$275
Beth Israel Deaconess Hospital - Needham	\$275
Beth Israel Deaconess - Plymouth	\$275
Beth Israel Deaconess Medical Center	\$275
Boston Children's Hospital	\$500
Boston Medical Center	\$275
Brattleboro Memorial Hospital	\$500
Brigham and Women's Hospital	\$1,500
Brigham & Women's Faulkner Hospital	\$1,500
Cambridge Health Alliance	\$275
Cape Cod Hospital	\$275
Catholic Medical Center	\$500
Cheshire Medical Center	\$500
Concord Hospital	\$500
Concord Hospital - Franklin	\$500
Concord Hospital - Laconia	\$500
Connecticut Children's Hospital	\$500
Cooley Dickinson Hospital	\$1,500
Cottage Hospital	\$500
Dana-Farber Cancer Institute*	N/A*
Elliot Hospital	\$500
Emerson Hospital	\$1,500
Exeter Hospital	\$500
Fairview Hospital	\$275
Falmouth Hospital	\$275

Hospital	Copayment
Frisbie Memorial Hospital	\$500
Heywood Hospital	\$1,500
Holyoke Medical Center	\$1,500
Huggins Hospital	\$500
Kent Hospital	\$500
Lahey Hospital and Medical Center	\$500
Landmark Medical Center	\$500
Lawrence General Hospital	\$275
Littleton Regional Hospital	\$500
Lowell General Hospital	\$275
Maine Medical Center	\$500
Martha's Vineyard Hospital	\$1,500
Mary Hitchcock Memorial Hospital	\$500
Massachusetts Eye and Ear Infirmary	\$500
Massachusetts General Hospital	\$1,500
Melrose Wakefield Healthcare	\$500
Lawrence Memorial Hospital	\$500
Melrose Wakefield Healthcare	\$500
Melrose Wakefield Hospital	\$500
Memorial Hospital NH	\$500
Mercy Medical Center	\$275
MetroWest Medical Center	\$275
Milford Regional Medical Center	\$1,500
Miriam Hospital	\$500
Monadnock Community Hospital	\$500
Mount Ascutney Hospital	\$500
Mount Auburn Hospital	\$275
Nantucket Cottage Hospital	\$1,500
New England Baptist Hospital	\$275
New London Hospital	\$500
Newport Hospital	\$500
Newton-Wellesley Hospital	\$1,500
North Shore Medical Center (Union Hospital)	\$1,500

\* Most inpatient services are provided at Brigham and Women's Hospital and are subject to a Tier 3 copay.

Please note that the status and copayment levels of our network of providers are effective as of July 1, 2022. For the most up-to-date status, please contact Member Services at 800.870.9488, or log in to [tuftshealthplan.com/gic](https://tuftshealthplan.com/gic).

NOTE: All adult and pediatric transplants are covered with a \$275 copayment when authorized at a Transplant Center of Excellence.



# Navigator Copayments for Inpatient Hospital Admissions

continued

**Tier 1:** hospitals with the lowest cost share — **\$275** copayment for each hospital admission\*

**Tier 2:** hospitals with a mid-level cost share — **\$500** copayment for each hospital admission\*

**Tier 3:** hospitals with the highest cost share — **\$1,500** copayment for each hospital admission\*

\* Limit of one inpatient care copayment per quarter

Hospital	Copayment
North Shore Medical Center (Salem Hospital)	\$1,500
Northeast Hospital Corporation (Addison Gilbert Hospital)	\$500
Northeast Hospital Corporation (Beverly Hospital)	\$500
Our Lady of Fatima Hospital	\$500
Parkland Medical Center	\$500
Portsmouth Regional Hospital	\$500
Rhode Island Hospital	\$500
Roger Williams Hospital	\$500
Saint Vincent Hospital	\$275
Signature Healthcare Brockton Hospital	\$1,500
South County Hospital	\$500
South Shore Hospital	\$500
Southcoast Hospitals Group - Charlton Memorial Hospital	\$275
Southcoast Hospital Group - St. Luke's Hospital	\$275
Southcoast Hospitals Group - Tobey Hospital	\$275
Southern Maine Medical Center	\$500
Southern New Hampshire Regional Medical Center	\$500
Southwestern Vermont Medical Center	\$500
Speare Memorial Hospital	\$500
Springfield Hospital	\$500

Hospital	Copayment
St. Joseph Hospital (New Hampshire)	\$500
Steward Carney Hospital	\$275
Steward Good Samaritan Medical Center	\$275
Steward Holy Family Hospital	\$275
Steward Holy Family Hospital at Merrimack Valley	\$275
Steward Nashoba Valley Medical Center	\$275
Steward Morton Hospital and Medical Center	\$275
Steward Norwood Hospital	\$275
Steward Saint Anne's Hospital	\$275
Steward St. Elizabeth's Medical Center	\$275
Sturdy Memorial Hospital	\$500
Tufts Medical Center	\$500
UMass Memorial - Harrington	\$1,500
UMass Memorial HealthAlliance - Clinton Hospital	\$1,500
UMass Memorial - Marlborough Hospital	\$1,500
UMass Memorial Medical Center	\$1,500
Upper Connecticut Valley Hospital	\$500
Valley Regional Hospital	\$500
Weeks Medical Center	\$500
Wentworth-Douglass Hospital	\$500
Westerly Hospital	\$500
Winchester Hospital	\$500
Women and Infants Hospital of Rhode Island	\$500
York Hospital	\$500

Please note that the status and copayment levels of our network of providers are effective as of July 1, 2022. For the most up-to-date information, please log in to [tuftshealthplan.com/gic](https://tuftshealthplan.com/gic) or contact Member Services at 800.870.9488.

NOTE: All adult and pediatric transplants are covered with a \$275 copayment when authorized at a Transplant Center of Excellence.





# Centered Care Program


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## Tufts Health Plan's Centered Care program for GIC members helps you get quality care that is centered around you.



With Centered Care, you benefit from greater coordination among all of your doctors, with a primary care provider (PCP) as your first point of care. Working together, your PCP and other practitioners can review your medical records electronically, understand your health history, and make care recommendations.

A Centered Care doctor's office can treat you for everything from minor scrapes and sore throats to chronic conditions and serious illnesses. Most have 24/7 telephone medical advice, evening appointment hours, and weekend and holiday urgent care for when you have an urgent, but non-life threatening illness or medical need. Each doctor's office is also affiliated with preferred hospitals in your community.

To make it easier for you to find a Centered Care provider, the GIC provider online directory identifies Centered Care providers with a  symbol.

The following medical groups are designated as Centered Care Organizations for members of Navigator by Tufts Health Plan. They offer a range of services and specialties:

- Acton Medical Associates
- Atrius Health
- Baycare Health Partners
- Beth Israel Lahey\*
- Boston Medical Center
- Lowell General Physician Hospital Organization
- Mount Auburn Cambridge Independent Practice Association
- New England Quality Care Alliance\*\*
- Reliant Medical Group
- Reliant - Southboro Medical Group
- Southcoast Hospitals Group
- South Shore Medical Center
- South Shore PHO
- Steward Health Care Network\*\*\*
- Sturdy Memorial Hospital

\*Includes Mount Auburn Hospital, Beth Israel Deaconess Care Organization and Lahey Clinic.

\*\*New England Quality Care Alliance includes Highland Healthcare Associates and Hallmark Health PHO.

\*\*\*Steward Health Care Network includes Central Massachusetts Independent Physician Association.

### Who are PCPs and what do they do?

Members of Navigator by Tufts Health Plan are required to choose a PCP. PCPs typically are internal medicine and/or family medicine physicians, but may specialize in pediatrics, osteopathy, or obstetrics/gynecology or may also be nurse practitioners and physician assistants.

PCPs play a critical role in the success of Centered Care. A PCP will provide most of your routine care and can refer you to other practitioners when needed. A PCP can also keep records of the care you've received and advocate for you and your health.

### How do I let Tufts Health Plan know about my PCP?

Designating a PCP lets that provider know that you are their patient, and they are responsible for making sure you get the best care.

Letting us know your PCP choice is easy. You can either:

- Log in to your secure online account at [mytuftshealthplan.com](https://mytuftshealthplan.com) and click on "Change Primary Care Provider" or
- Call Member Services at 800.870.9488

### See Tier 1 providers to save

PCPs, specialists, and hospitals are placed in one of three tiers based on participation in the Centered Care program for GIC members and the group's total cost for GIC members.

Tier 1 providers always have the lowest copayment: (\$10 for PCP visits, \$30 for specialist visits, and \$275 for inpatient hospital care.) Tier 2 providers have a higher copayment (\$20 for PCPs, \$60 for specialists, and \$500 for inpatient care), while Tier 3 providers have the highest copayment (\$40 for PCPs, \$75 for specialists, and \$1,500 for inpatient care).

**It is very important to check the updated tier assignments for all of your providers.** To find a provider's tier, visit [tuftshealthplan.com/gic](https://tuftshealthplan.com/gic). In the "Explore Your Plan Options" section, under "Navigator by Tufts Health Plan," click on "Find a Provider." Or, if you need help, you can always call Member Services at 800.870.9488.

If you see a Tier 2 or Tier 3 provider, you may want to consider changing to a Tier 1 provider— you could save up to \$45 on each office visit and up to \$1,225 on inpatient admissions.

The choice is up to you. With health care costs continuing to rise, it's good to know that your health plan gives you options to save money with lower-tiered providers.





# Behavioral Health Benefits

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As a Tufts Health Plan member, you have access to coverage for a wide variety of behavioral health services. This guide will help you understand your benefits and give you instruction on how to access the providers and services that meet your needs.

## What behavioral health provider is right for Me?

There are many types of behavioral health professionals. To find the provider that's right for you, consult with your primary care physician (PCP) or find an in-network behavioral health provider by visiting [tuftshealthplan.com/gic](https://tuftshealthplan.com/gic) and logging in to your secure online member account.

- Spirit members **must use an in-network provider**
- Navigator members may see either an in-network or an out-of-network provider. However, in order to access outpatient behavioral health services from an in-network provider at the in-network, authorized level of benefits, you must notify Tufts Health Plan within 30 days of your visit with a network provider. You can do so by calling 800.870.9488 Monday-Friday 8am-6pm.

## What do behavioral health services cost?

### Behavioral health and substance use disorder: copays and deductibles

	Navigator	Spirit
<b>Outpatient Care</b>	In-network: \$10 per visit for Individual & Family Therapy, Specialty Outpatient Services, Group Therapy & Medication Management	In-Network: \$20 per visit for Individual & Family Therapy, Specialty Outpatient Services \$15 per visit for Group Therapy & Medication Management
	Out-of-Network: Deductible then coinsurance	NA
<b>Inpatient Care</b>	In-Network: \$200 copay, per calendar per quarter	
	Out-of-Network: Deductible then coinsurance	NA
<b>Telehealth through Teladoc®</b>	\$10 per visit	\$15 per visit
<b>Telemedicine</b>	The first three copays for outpatient Behavioral Health Telemedicine visits will be waived with an in-network provider. After the first three visits, an office visit copay will apply. <b>Note:</b> This change does not apply to service provided through Teladoc.	The first three copays for outpatient Behavioral Health Telemedicine visits will be waived with an in-network provider. After the first three visits, an office visit copay will apply. <b>Note:</b> This change does not apply to services provided through Teladoc.

## Out-of-network costs

Navigator members have the option of receiving inpatient behavioral health services from out-of-network facilities. If you choose to receive services at an out-of-network facility, you will be covered at the unauthorized level of benefits and will be responsible for paying a deductible and coinsurance for these services. Choosing an out-of-network facility will cost you more money out of your own pocket.

For purposes of clarification, "telehealth services" are those rendered through our preferred vendor, Teladoc. "Telemedicine services" are services obtained from any Tufts Health Plan or Non-Tufts Health Plan Provider.

Telemedicine services are available from both Tufts Health Plan and Non-Tufts Health Plan Providers that offer these services. You will need to follow the same rules about referrals when you receive telemedicine services from Tufts Health Plan Providers as you would for office visits with these Providers. Please see Part 3 for more information about referral requirements. Please see the "Benefit Overview" for information on applicable Cost-Sharing



## Emergency and inpatient access for behavioral health and substance use disorder services

Tufts Health Plan contracts with selected hospitals to provide emergency, inpatient, and partial hospitalization for behavioral health and substance use disorder care.

To receive care, you can contact a Tufts Health Plan contracted behavioral health facility in your plan's network. Or, call us at **800.870.9488** and choose the option for behavioral health and we can help you find one. If you are experiencing an emergency situation, go to the nearest emergency room for an evaluation.

## Boston Medical Center substance use disorder (SUD) program

If you or a family member is struggling with substance use disorder, we can help. Tufts Health Plan's collaboration with Boston Medical Center's Substance Use Disorder Program includes a holistic approach to providing care, incorporating physical, emotional and psychological support through specialized programs at their Grayken Center for Addiction.

**65%**

**Patients in treatment for 10 or more months**

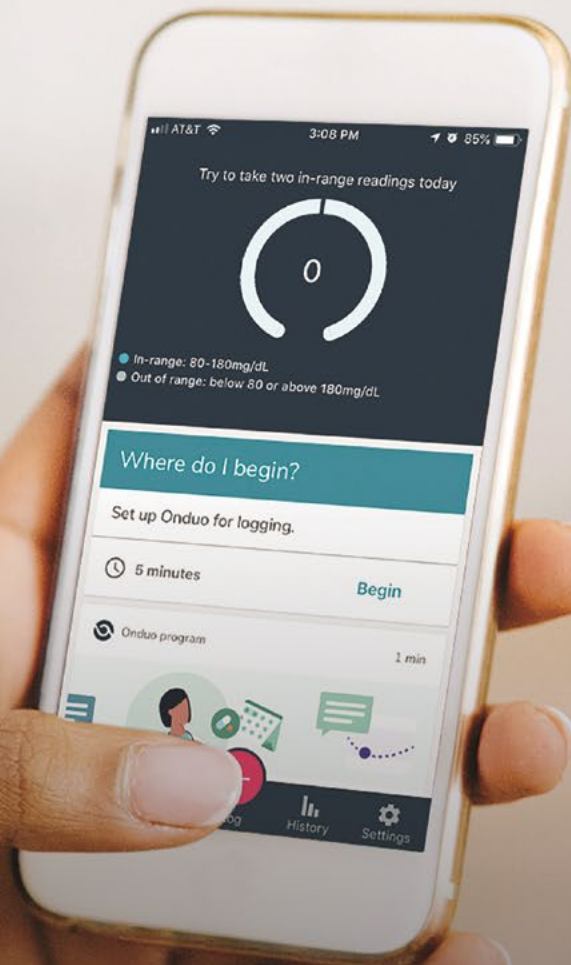
**91%**

**No longer using 12 months after completion of intense outpatient program**

- Community based program
- Holistic approach with nurse and physician visits integrated into medical care
- Specialized programs for teens, young adults, pregnant women

**To contact Boston Medical Center's Grayken Center for Addiction, please call 617.414.6926**





# Onduo Program

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# Don't let diabetes stop you from living life your way.

Join Onduo<sup>1</sup> and get access to tools and supplies at no cost to you.<sup>2</sup>



- Do you have type 2 diabetes?
- Are you at least 18 years of age?
- Are you on a Tufts Health Plan?
- Do you have a smartphone?

You may be eligible for Onduo, a virtual care program for people with type 2 diabetes. We can help you on your journey toward eating healthier, getting more active, and meeting other health goals. You could also **earn up to \$150** following the submission of your A1C and 3 months of continued participation in the program.

Visit [tuftshealthplan.com/GIC](https://tuftshealthplan.com/GIC) for more information

© 2022 Onduo LLC | <sup>1</sup>Onduo offers certain care management and coordinated clinical care programs for eligible individuals, as further described in these materials and its website at [onduo.com](https://onduo.com). Onduo LLC and a network of affiliated professional entities (collectively, "Onduo") collaborate to offer the services. Onduo services are meant to be used in conjunction with regular in-person clinical services and not intended to replace routine primary care.

<sup>2</sup>Some exclusions may apply.

# Digital Tools

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# Access Your Health Plan Benefits Anywhere



## Member portal + mobile app

Login or activate your secure online account at [mytuftshealthplan.com](https://mytuftshealthplan.com) OR download the “Tufts Health Plan” mobile app to access all of your health plan benefits information.



**Simplicity,  
security & savings**



## Telehealth virtual health care

Set up your account at [tuftshealthplan.com/teladoc](https://tuftshealthplan.com/teladoc)  
Access a U.S. based, board-certified doctors 24/7, by phone or mobile app worldwide for everyday care, behavioral health and dermatology services.



## Treatment cost estimator + provider search

Login to your secure account to find a doctor, estimate your out of pocket costs, and get the quality care from the provider that will save you money and fits into your budget.



## MyWire

Text “THP” to 73529 to enroll, and stay informed with secure, personalized text messages.

## Learn more

Visit [tuftshealthplan.com/DigitalTools](https://tuftshealthplan.com/DigitalTools) or ask your employer.



Back to Table of Contents



A photograph of a female healthcare professional with curly brown hair, wearing a white shirt and a grey cardigan, with a stethoscope around her neck. She is smiling and looking towards an elderly patient with short blonde hair, whose back is to the camera. The healthcare professional is holding a clipboard and pen. The background is a blurred clinical setting.

# **Freestanding Ambulatory Surgical Centers (ASC)**

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# Save on Care

Save money on eye or gastrointestinal procedures by going to one of these ASC facilities for care instead of the hospital. Please talk to your health care provider to discuss your treatment options and what would work best for you.

\$  
**150**

**Copayment for services  
provided at an ASC**

**VS**

\$\$\$  
**250**

**Copayment for services  
provided in a hospital setting**

MASSACHUSETTS	ADDRESS	CITY	ZIP
BERKSHIRE COSMETIC & RECONSTRUCTIVE SURGERY CENTER INC.	426 SOUTH ST	PITTSFIELD	01201
BERKSHIRE ENDOSCOPY CENTER LLC	53 EAGLE STREET 3RD FL	PITTSFIELD	01202
BOSTON ENDOSCOPY CENTER, LLC	175 WORCESTER ST	WELLESLEY HILLS	02481
BOSTON EYE SURGERY & LASER CTR	50 STANIFORD ST, LOBBY LEVEL	BOSTON	02114
BOSTON EYE SURGERY & LASER CTR	52 SECOND AVE, STE 2500	WALTHAM	02451
BOSTON OUT-PATIENT SURGICAL SUITES	840 WINTER ST	WALTHAM	02451
BOSTON SURGERY CENTER LLC	85 FIRST AVE	WALTHAM	02451
BOSTON UNIVERSITY EYE ASSOC, INC	90 NEW STATE HWY RT 44	RAYNHAM	02767
CANDESCENT EYE HEALTH SURGICEN	51 STATE RD	NORTH DARTMOUTH	02747
CAPE AND ISLANDS ENDOSCOPY CTR	700 ATTUCKS LN, STE 1B	HYANNIS	02601
CAPE COD ASC LLC	280 HERITAGE PARK, RT. 130	SANDWICH	02563
CAPE COD EYE SURGERY AND LASER	282 RTE 130	SANDWICH	02563
CAPE COD SURGERY CENTER	160 FALMOUTH RD, DBA CAPE COD SURGERY CENTER	MASHPEE	02649
CATARACT & LASER CENTER ASSO.	1 BERKSHIRE SQ, STE 110	ADAMS	01220
CATARACT & LASER CENTER NORTH	349 NORTH MAIN ST	ANDOVER	01810
CATARACT & LASER CENTER WEST	171 INTERSTATE DR	WEST SPRINGFIELD	01089
CATARACT & LASER CENTER, INC.	333 ELM STREET	DEDHAM	02026
CATARACT & LASER CTR CENTRAL	95 MECHANIC ST	GARDNER	01440
CENTRAL MASS AMBULATORY ENDOSCOPY	105 ERDMAN WAY	LEOMINSTER	01453
CHARLES RIVER ENDOSCOPY LLC	571 UNION AVE, 2ND FL	FRAMINGHAM	01702
COMMONWEALTH ENDOSCOPY CENTER	120 WEST CENTER ST, DBA/COMMONWEALTH ENDOSCOPY CTR	WEST BRIDGEWATER	02379
DHA ENDOSCOPY LLC	91 MONTVALE AVE	STONEHAM	02180
EAST BAY SURGERY CENTER LLC	440 SWANSEA MALL DR	SWANSEA	02777
EAST POND ENTERPRISES INC	40 INDUSTRIAL PARK RD	PLYMOUTH	02360
EASTERN MASS SURGERY CTR LLC	100 MORSE ST	NORWOOD	02062
FOUR WOMEN HEALTH SERVICES, LLC	150 EMORY ST	ATTLEBORO	02703
GREATER NEW BEDFORD SURGICENTR	51 STATE ROAD	NORTH DARTMOUTH	02747

MASSACHUSETTS	ADDRESS	CITY	ZIP
HYDE PARK PAIN MANAGEMENT	188 PROVIDENCE ST	HYDE PARK	02136
MEDFORD SURGERY CENTER LLC	170 GOVERNORS AVE STE 100	MEDFORD	02155
MIDDLESEX DIGESTIVE HEALTH	45A DISCOVERY WAY, DBA	ACTON	01720
NATICK SURGERY CENTER, LLC	313 SPEEN ST STE 200	NATICK	01760
NEW ENGLAND AMBULATORY SURG CTR	799 CONCORD AVE	CAMBRIDGE	02138
NEW ENGLAND EYE SURGICAL CENTER	696 MAIN ST	SOUTH WEYMOUTH	02190
NEW ENGLAND PAIN CARE, INC.	10 CENTENNIAL DRIVE	PEABODY	01960
NEW ENGLAND SURGICAL CENTER	630 PLANTATION ST, DBA THE ENDOSCOPY CENTER	WORCESTER	01605
NEW ENGLAND SURGERY CENTER	900 CUMMINGS CENTER, STE 122U	BEVERLY	01915
NORTH SHORE CATARACT & LASER	91 MONTVALE AVE	STONEHAM	02180
NORTHEAST AMBULATORY CENTER	3 WOODLAND RD, STE 321	STONEHAM	02180
NORTHEAST ENDOSCOPY CENTER LLC	59 COMPOSITE WAY	LOWELL	01852
ORTHOPEDIC CARE SURGERY CENTER	15 ROCHE BROS WAY, STE 210	NORTH EASTON	02356
ORTHOPEDIC SURGICAL CTR OF THE	1 ORTHOPEDIC DR, NORTH SHORE LLC	PEABODY	01960
PEABODY SURGERY CENTER, LLC	7 FIRST AVE	PEABODY	01960
PIONEER VALLEY SURGICENTER LLC	3550 MAIN ST, STE 103	SPRINGFIELD	01107
PLYMOUTH LASER & SURGICAL	146 INDUSTRIAL PARK RD, DBA PLYMOUTH LASER & SURGICAL	PLYMOUTH	02360
PRIMA CARE, PC	277 PLEASANT ST STE 240	FALL RIVER	02721
SAME DAY SURGICLINIC	272 STANLEY ST, DBA SAME DAY SURGICLINIC	FALL RIVER	02720
SEE NEW ENGLAND	385 GROVE ST, DBA SEE NEW ENGLAND	WORCESTER	01605
SOUTH SHORE ENDOSCOPY CENTER	659 WASHINGTON ST	BRAINTREE	02184
SPINE INSTITUTE OF NEW ENGLAND	55 SAINT GEORGE RD, DBA SPINE INSTITUTE OF NE	SPRINGFIELD	01104
ST JAMES SURGERY CENTER	51 STATE RD	DARTMOUTH	02747
SURGERY CENTER OF WALTHAM	130 SECOND AVE, DBA SURGERY CENTER OF WALTHAM	WALTHAM	02451
SURGISITE BOSTON	1440 MAIN ST, DBA SURGISITE BOSTON	WALTHAM	02451
THE CATARACT SURG CTR OF MILFORD	145 WEST ST	MILFORD	01757
THE ENDOSCOPY CENTER OF SE MA	ONE PEARL ST, STE 1800	BROCKTON	02301
THE SURGERY CENTER OF SHREWSBURY	151 MAIN ST, DBA THE SURGERY CENTER OF SHRE	SHREWSBURY	01545
VALLEY MEDICAL GRP AMBULATORY	31 HALL RD, DBA VALLEY MEDICAL GRP AMBULAT	AMHERST	01002
WESTSUBURBAN EYE SURGERY	321 BILLERICA RD, STE 1	CHELMSFORD	01824
WEYMOUTH ENDOSCOPY LLC	1085 MAIN ST	SOUTH WEYMOUTH	02190
WORCESTER SURGICAL CENTER	300 GROVE ST, DBA WORCESTER SURGICAL CENTER	WORCESTER	01605




MAINE	ADDRESS	CITY	ZIP
CENTRAL MAINE ORTHOPAEDICS	690 MINOT AVE, DBA CENTRAL MAINE ORTHOPAEDICS	AUBURN	04210
SPECTRUM AMBULATORY SURGERY CENTER	33 SEWALL ST	PORTLAND	04104
NEW HAMPSHIRE	ADDRESS	CITY	ZIP
BARRINGTON SURGICAL CARE LLC	944 CALEF HWY	BARRINGTON	03825
BEDFORD AMBULATORY SURG CTR	11 WASHINGTON PLACE	BEDFORD	03110
CAPITAL ORTHOPAEDIC SURGERY CTR	264 PLEASANT ST	CONCORD	03301
CENTERS FOR PAIN SOLUTIONS	280 MAIN ST	NASHUA	03060
CONCORD AMBULATORY SURGERY CENTER	60 COMMERCIAL ST, STE 301	CONCORD	03301
CONCORD ENDOSCOPY CENTER, LLC	60 COMMERCIAL ST, STE 404	CONCORD	03301
CONCORD EYE SURGERY LLC	246 PLEASANT ST STE 105B, MEMORIAL BUILDING	CONCORD	03301
DARTMOUTH-HITCHCOCK CLINIC	ONE MEDICAL CENTER DR	LEBANON	03756
DARTMOUTH-HITCHCOCK CLINIC	100 HITCHCOCK WAY	MANCHESTER	03104
ELLIOT ONE-DAY SURGERY CENTER	185 QUEEN CITY AVE	MANCHESTER	03101
HILLSIDE SURGERY CENTER	14 MAPLE ST STE 200, DBA HILLSIDE SURGERY CENTER	GILFORD	03246
LIGHTHOUSE SURGICAL SUITES, LLC	2 MARKET PLACE STE 100	HOLLIS	03049
MINIMALLY INVASIVE SURGERY CTR	4 HAWTHORNE DR	BEDFORD	03110
NASHUA AMBULATORY SURGICAL CTR	15 RIVERSIDE ST	NASHUA	03062
NH EYE SURGICENTER	105 RIVERWAY PL, DBA NH EYE SURGICENTER	BEDFORD	03110
NORTHRIDGE SURGICAL SUITES LLC	41 INNOVATIVE WAY	NASHUA	03062
NOVAMED SURGERY CENTER OF NASHUA	5 COLISEUM DR	NASHUA	03063
ORCHARD SURGICAL CENTER LLC	16 KEEWAYDIN DR	SALEM	03079
ORTHOPEDIC SURGERY CENTER DERRY	14 TSIENNETO RD, DBA ORTHOPEDIC SURGERY CENTER	DERRY	03038
PMC SURGICAL CENTER LLC	1 MOUND CT	MERRIMACK	03054
PMC SURGICAL CENTER LLC	7 WORKS WAY	SOMERSWORTH	03878
RYE SURGICAL CENTER, LLC	270 LAFAYETTE RD	RYE	03870
SKYHAVEN SURGERY CENTER LLC	13 HEALTHCARE DR	ROCHESTER	03867
THE SURGERY CENTER OF GREATER NASHUA	10 PROSPECT ST	NASHUA	03060
WENTWORTH SURGERY CENTER, LLC	6 WORKS WAY	SOMERSWORTH	03878



RHODE ISLAND	ADDRESS	CITY	ZIP
BAYSIDE ENDOSCOPY CENTER LLC	33 STANIFORD ST, 1ST FL	PROVIDENCE	02905
BROWN MEDICINE	62-68 AMARAL ST	EAST PROVIDENCE	02915
COLLYER STREET OPERATORY	195 COLLYER ST, DBA COLLYER STREET OPERATORY	PROVIDENCE	02904
DUDLEY STREET OPERATORY	2 DUDLEY ST, STE 200	PROVIDENCE	02905
EAST BAY ENDOSCOPY CENTER LLC	109 CLOCK TOWER SQUARE	PORTSMOUTH	02871
EAST GREENWICH ENDOSCOPY CENTER	1407 SOUTH COUNTY TRAIL BLDG 4 STE 411	EAST GREENWICH	02818
OCEAN STATE ENDOSCOPY CENTER	148 WEST RIVER ST STE 3, DBA OCEAN STATE ENDOSCOPY CENT	PROVIDENCE	02904
PROSPECT BLACKSTONE VALLEY SURGERY	1526 ATWOOD AVE, STE 300	JOHNSTON	02919
PROVIDENCE INTERVENTIONAL ASSO	100 HIGHLAND AVE	PROVIDENCE	02906
ST JAMES SURGERY CENTER	444 QUAKER LANE	WARWICK	02886
THE ENT CENTER OF RHODE ISLAND	55 LAMBERT LIND HWY	WARWICK	02886
UNIVERSITY ORTHOPEDICS EAST BA	1 KETTLE POINT AVE STE 200	EAST PROVIDENCE	02914
UROLOGICAL SPECIALISTS OF NE	207 QUAKER LN, 1ST FL	WEST WARWICK	02893
WEST RIVER ENDOSCOPY	44 WEST RIVER ST 1ST FL, DBA WEST RIVER ENDOSCOPY	PROVIDENCE	02904
WOMEN'S MEDICAL CENTER OF RI	215 TOLL GATE RD STE 106	WARWICK	02886
CONNECTICUT	ADDRESS	CITY	ZIP
COASTAL DIGESTIVE CARE	234A BANK ST	NEW LONDON	06320
CONNECTICUT GI ENDOSCOPY CNTR	4 NORTHWESTERN DR	BLOOMFIELD	06002
CONNECTICUT ORTHOPAEDIC	84 N MAIN ST DBA CONNECT	BRANFORD	06405
ENDOSCOPY CENTER OF NW CT, LLC	245 ALVORD PARK	TORRINGTON	06790
NEW VISION CATARACT CENTER, LLC	605 WEST AVE LOWER LEVEL	NORFOLK	06850
WALLINGFORD ENDOSCOPY CENTER	863 NORTH MAIN ST EXT STE 300	WALLINGFORD	06492







# COVID-19 Resource Center

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## COVID-19 resources and information tailored to meet your needs.

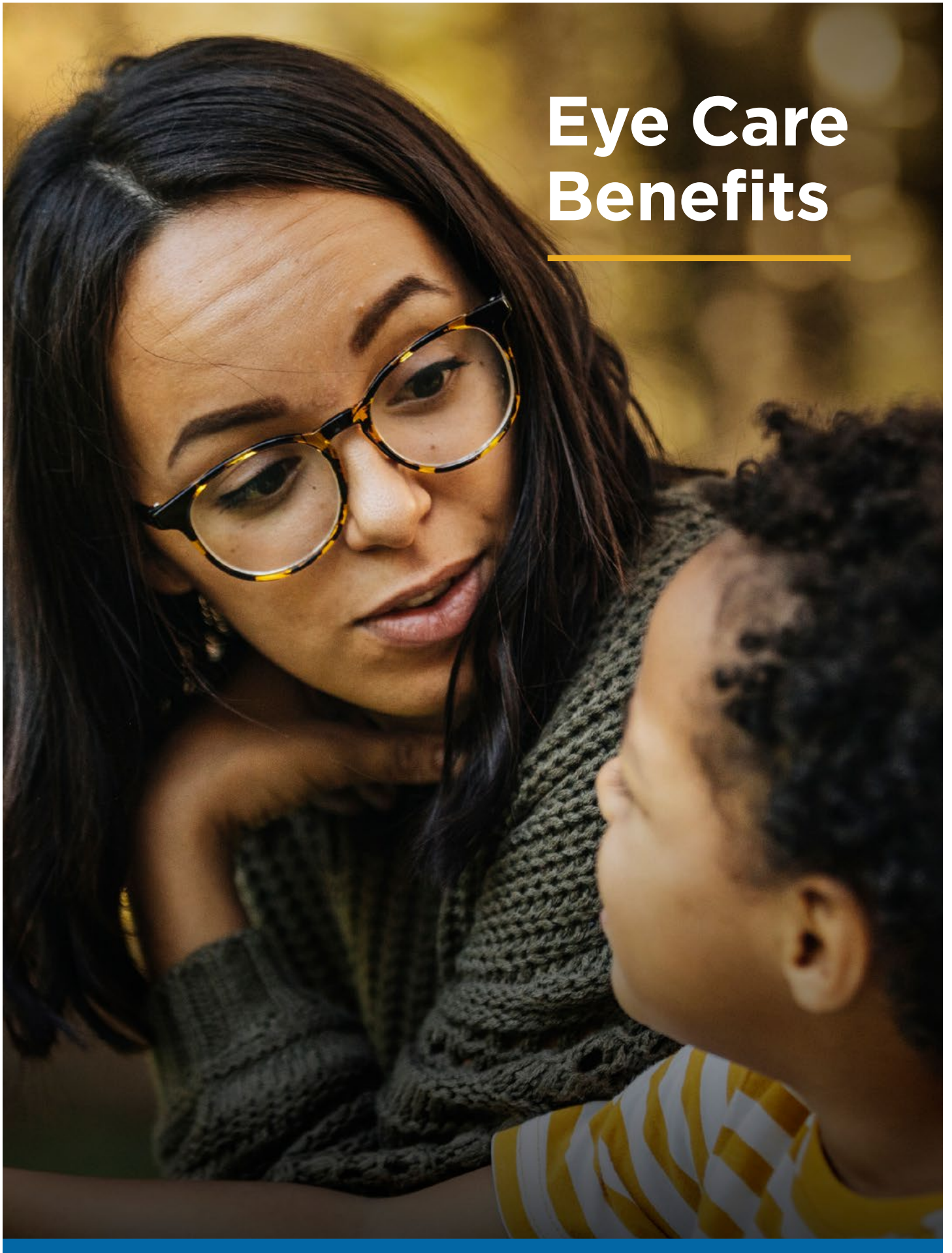
At Tufts Health Plan, we are committed to providing accurate, reliable, and timely information about access to health care services and benefit coverage during the COVID-19 pandemic. As the COVID-19 situation continues to evolve, we want to make sure our members stay informed.

For the latest information on at-home test reimbursement policies, other testing and vaccine coverage, frequently asked questions (FAQs), and more, visit: [tuftshealthplan.com/covid-19/home](https://tuftshealthplan.com/covid-19/home)



# Eye Care Benefits

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# Access to 61,000 Eye Care Providers

## Coverage through the EyeMed Vision Care Network

Tufts Health Plan offers coverage for routine eye exams and other vision services through the EyeMed Vision Care network.



### You're covered

Coverage through our EyeMed Vision Care Providers

LENSCRAFTERS<sup>®</sup>

OPTICAL<sup>SM</sup>

PEARLE<sup>— EST. 1961 —</sup>OVISION<sup>™</sup>

## Access routine eye and vision care services

1. Use **mytuftshealthplan.com** or our mobile app and click on “Doctor Search” to find an eye care provider in the EyeMed network. (Or to check if your eye doctor is in the network).
2. Visit a provider in the EyeMed network to receive the highest level of coverage for routine eye exams.

## Discounts on glasses and contacts

When you use eye care providers in the EyeMed network:

- **Save 35%** on the price of frames and get discount prices on lenses when you buy a pair of glasses.<sup>1</sup>
- **Save 20%** on the price of nonprescription sunglasses.
- **Save 5%-15%** on the price of LASIK and PRK laser vision correction. For a location near you and approval for the discount, please call 877.5LASER6.
- Order contact lenses for less than the retail price and have them shipped to your home or office. Visit **contactsdirect.com**, **lenscrafters.com** or **targetoptical.com** to purchase contact lenses online.<sup>2</sup>

<sup>1</sup> Discounts may not apply to some frames. Prices may vary by retail store.

<sup>2</sup> The cost of a contact lens evaluation and fitting is not covered by your Tufts Health Plan eye care benefit, so you will need to pay for these services.

## What is typically covered?

Routine eye exams may include some or all of the following services:

- A review of the history of your eyes and vision, along with a general health history
- A discussion of any vision problems
- An exam of the inside and outside of your eyes and of the areas around your eyes
- A measure of the pressure in your eyes
- Dilation to make your pupils larger so that your eye care provider can see and check the entire inside of your eye
- A measure of how well you see close up and at a distance
- A test of your vision to see if you need prescription glasses and whether or not you can use contact lenses
- A treatment plan, follow-up eye exams, and eye health advice

## Eye care providers

- **Optician:** An eye care provider who reads vision prescriptions and helps you choose the glasses, contact lenses, and other eye aids that are right for you
- **Optometrist (O.D.):** A licensed eye care provider who performs eye exams and other eye care services, and prescribes glasses, contacts, and other vision aids
- **Ophthalmologist (M.D.):** An eye doctor who performs eye exams, treats eye disease, conducts surgery, and prescribes glasses, contacts, and other vision aids

**Important:** Providers within the EyeMed network are able to meet your routine eye care and certain medical optometry needs. However, if you need to see an ophthalmologist to treat or monitor an eye disease or condition, be sure to confirm that the ophthalmologist is in the Tufts Health Plan network. If your plan requires a referral for specialty care, you will need to get one from your Primary Care Provider.



# Discounts and Perks

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# Discounts & Perks Help You Save and Stay Healthy

Tufts Health Plan wants to help you reach your wellness goals with discounts on nutrition, mind and body, fitness, and other services related to good health.<sup>1</sup>

## Start living well today!

Log into **mytuftshealthplan.com**. If you don't have an account, choose "Register here" to create one. Once logged in, select "Get Started" on the Health & Wellness tile.

- Take your Wellbeing Assessment
- Connect with a Health Coach
- Participate in monthly challenges and activities to build health habits
- Earn points towards rewards

## Fitness and exercise

Get discounts at over 14,000 health and fitness facilities across the U.S. through the International Fitness Club Network. Tufts Health Plan members can even try before you join with a FREE one-week trial membership at any facility you like.<sup>2</sup> Members can learn more at **preventure.com/ifcn-tufts** with password "Fit4You".

### Fitness Together

Fitness Together pairs you with a personal trainer in a private setting and a workout plan tailored to you!<sup>3</sup> Visit **fitnesstogether.com**

- New members pay no fitness evaluation fee
- New members get 10% off the purchase price of any personal training package
- Existing members get 10% off the purchase price of personal training packages of 36 sessions or greater. To get the discount, show your Tufts Health Plan Member ID card when joining any participating Fitness Together location

### Rather work out at home?

- Save 10-40% on a wide array of fitness products

### Rather race to get your workout?

- Save up to 15% off registrations to a variety of races

### Other discounts include:

- Save up to 25% off online workout subscriptions
- Save 10% off home swim lessons and life guard services
- Save up to 90% off magazine subscriptions

### Fitness membership rebate

Get money back on your fitness membership!

Reimbursement details vary by plan – you may confirm your fitness rebate by viewing your health plan coverage in your secure member account, visit **mytuftshealthplan.com**.

## Healthy eating and weight management

### The Dinner Daily

Save 25% on any Dinner Daily subscription, visit **thedinnerdaily.com/thp** and use code "THP25" to sign up. The Dinner Daily provides members with customized meal plans that fit members' dietary restrictions and a shopping list that maximizes savings with local grocery store specials.

<sup>1</sup> This information has been provided by the vendors and has not been independently confirmed by Tufts Health Plan. Available to Tufts Health Plan commercial members, excluding Tufts Health Direct. Confirm details with your employer, and check with your health care provider regarding any health or medical condition before beginning any new treatment, exercise, or nutrition regimen. Discounts are subject to change at any time.

<sup>2</sup> Specialty clubs and studios, such as martial arts, yoga, spin and personal training centers may offer different "trial" offers. Please inquire with the owner or membership department at these centers to verify offer.

<sup>3</sup> At participating facilities only. Discounts cannot be combined with any other promotion offered by the fitness location or trainer.





## Jenny Craig®

### Accelerate your weight loss with Rapid Results Max by Jenny Craig.<sup>4</sup>

Rapid Results Max is a groundbreaking, science-based program that leverages intermittent fasting to accelerate weight loss and promote health benefits.

### Special offer from Tufts Health Plan: save \$120 on Jenny Craig weight loss plan<sup>5</sup>

Here's how the Jenny Craig program works:

- **Delicious food:** Enjoy a customized meal plan, which includes delicious, chef-crafted meals, snacks and desserts, including the Jenny Craig Recharge Bar.
- **Dedicated personal consultant:** Jenny Craig provides personal one-on-one coaching with flexible by phone and in-person options.

### 3 convenient delivery options:

- Contactless curbside pickup at a Jenny Craig center near you.
- Delivery from your local Jenny Craig center.
- Flexible shipping wherever you are!<sup>6</sup>

### Get started today!

Visit [jennycraig.com/THP](https://jennycraig.com/THP) OR call 877.536.6970 to schedule an appointment for a FREE consultation.

## Mind and body

### Ompractice

Access Ompractice virtual yoga and meditation at a discounted rate. Using two-way video via laptop or phone, Ompractice allows members to participate in live yoga and meditation classes with instruction and direction from a teacher, bringing the support, personal interaction and accountability of a studio session wherever you are.

Learn more: [ompractice.com/tuftshealthplan](https://ompractice.com/tuftshealthplan).

### Brain fitness

Save 17% on the price of a subscription to BrainHQ™, an online cognitive training program. Stay sharp and visit [brainhq.com/thp](https://brainhq.com/thp).

### Cambridge Health Alliance Center for Mindfulness and compassion discount

Save 15% on Mindfulness and Self-Compassion courses, which can reduce stress and improve your overall wellbeing. Visit [chacmc.org/courses](https://chacmc.org/courses) and use access code "THP15" when you register.

## Discounts on ChooseHealthy.com

Free shipping and up to 40% discount on wellness products on the site, **ChooseHealthy.com**. For details on how to get this discount, call Customer Relations or visit [choosehealthy.com/public](https://choosehealthy.com/public).

### Massage therapy and acupuncture

Reconnect your body, mind, and spirit with massage therapy or acupuncture. **Massage therapy:** save 25% off the provider's usual fee, or pay \$15 per 15 minutes of massage therapy, whichever is less. **Acupuncture:** save 25% off the provider's usual fee. For a list of providers near you, call ChooseHealthy customer service at 1-877-335-2746.

### Meditation 101 audio series

The Meditation 101 Series is designed for those who are new to meditation. Meditation 101 consists of 10 short audio lessons that provide you with everything you need to know to begin meditating. To access this free tool, visit [app.wellable.co/meditation101](https://app.wellable.co/meditation101), and enter the access code "THP".

### The Center for Mindfulness at UMass Memorial Health

Attend the 8-week, online Mindfulness-Based Stress Reduction (MBSR) or Mindfulness-Based Cognitive Therapy (MBCT) programs with the Center for Mindfulness at UMass Memorial Health and receive 15% off the cost of tuition. Participants have found an increased ability to relax, an enhanced ability to cope with chronic pain and stressful situations, and improved self-confidence. For more information send an email to [mindfulness@umassmemorial.org](mailto:mindfulness@umassmemorial.org), or visit [ummhealth.org/umass-memorial-medical-center/services-treatments/center-for-mindfulness/mindfulness-classes](https://ummhealth.org/umass-memorial-medical-center/services-treatments/center-for-mindfulness/mindfulness-classes).

## More savings

### Eye glasses, contacts + corrective vision discounts

Save up to 35% on the price of frames, lenses and sunglasses when you see an EyeMed network provider. EyeMed Vision Care also offers a replacement contact lens program, and 5-15% off the cost of LASIK and PRK laser vision correction. Learn more at [tuftshealthplan.com/eyemed](https://tuftshealthplan.com/eyemed).

### Home Instead Senior Care®

Get a one-time \$100 credit toward charges for non-medical support services at participating offices. Home Instead Senior Care enables seniors to live safely and comfortably wherever they call home. You can also receive a free home safety inspection once you have contracted for services with Home Instead Senior Care.

<sup>4</sup> Average weight loss in study was 13 lbs. for those who completed the program.

<sup>5</sup> Savings redeemed as 12 weeks with full planned menu purchase (avg. \$182) each week. Active program enrollment and eligibility status required. Valid only for new members and former members who haven't had an active visit (in-person or remote) within the past 60 days. Valid at participating centers and Jenny Craig Anywhere. No cash value.

<sup>6</sup> Time and transit restrictions in certain zip codes prevent shipping frozen foods to those areas. See [jennycraig.com/shipping-policy](https://jennycraig.com/shipping-policy) for more information.



For more information, please contact Home Instead at **homeinstead.com** or by phone at 888-580-6676 (toll-free). To get the discount, just show your Tufts Health Plan Member ID card.

### Hearing Care Solutions

Hearing Care Solutions (HCS) provides you<sup>7</sup> with cost-effective hearing care services and products offered by today's leading manufacturers. The HCS program streamlines the hearing care process for members and their dependents by offering discounted prices, as low as \$500, on a wide array of digital hearing aids with varying levels of technology and features.<sup>8</sup>

Along with competitive pricing, you get access to services including:

- A complete hearing exam, hearing aid evaluation and fitting<sup>9</sup>
- The choice of over 5,000 locations nationwide for an appointment
- Access to HCS Doctor of Audiology and Product Specialists for questions and product support
- 9 brands and multiple levels of hearing aid technologies to choose from
- 3-year manufacturers' warranty on hearing aids, including loss, damage, and repair<sup>10</sup>
- Battery supply that covers 3 years of use<sup>11</sup>

Get started by requesting an appointment and visiting one of the nationwide providers most convenient to you.

Visit **hearingcaresolutions.com/tufts** to learn more.

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### Learn more

**tuftshealthplan.com/Discounts-Perks**

**800.462.0224**

<sup>7</sup> Programs described are for all Tufts Health Plan commercial members, excluding Tufts Health Direct.

<sup>8</sup> HCS does not place any restrictions on members utilizing the discount program, however, health plan coverage for such products and services may vary by plan. Members not eligible for plan coverage may leverage favorable HCS discounts for hearing care services and products.

<sup>9</sup> Hearing care services and products coverage varies by plan. If covered, copay or other cost-share may apply and referrals may be required.

<sup>10</sup> Hearing care services and products coverage varies by plan and may include frequency limitations. If covered, copay or other cost-share may apply.

<sup>11</sup> Up to 64 cells per ear, per year. A supply of batteries is only available for non-rechargeable hearing aid models.



A photograph of two young Black women running outdoors. The woman in the foreground is wearing a black tank top and looking forward with a focused expression. The woman behind her is wearing a maroon tank top and has her hair in a high bun, also looking forward. They are running on a path with trees in the background. The lighting is warm, suggesting late afternoon or early morning.

# **Fitness Rewards**

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# Stay in Shape and Save

To encourage you to get fit and stay healthy, Tufts Health Plan offers a number of ways for you to save on fitness center fees both in and outside of our fitness center network.

## **\$150 fitness center rebate**

We'll give you a rebate of up to \$150 on your fitness center membership and certain group exercise classes. It's simple! Once you've been a member of Tufts Health Plan for at least four months, you're eligible for the rebate.

The fitness center must offer cardio and strength-training machines and other programs for improved physical fitness. The rebate does not include martial arts centers, gymnastics centers, country clubs, aerobics-only or pool-only centers, sports teams and leagues, social clubs and tennis clubs, personal trainers, sports coaches, or the purchase of personal or at-home exercise machines.

You are also eligible for a rebate on the cost of certain group exercise classes, , including online fitness classes. Dance classes are not included. Group exercise classes include, but are not limited to: yoga, pilates, aerobics, Zumba, and kickboxing.

The rebate applies one time per family, one time per calendar year. The rebate is paid to the Tufts Health Plan subscriber after you pay your fitness center fees. Submit the Fitness Rebate Form, along with proof of fitness center membership and payment, and Tufts Health Plan will pay up to \$150 of your fees for the year. Reimbursements are typically processed within 4 to 6 weeks of receipt.

To learn more about Tufts Health Plan fitness discounts, go to [tuftshealthplan.com/gic](https://tuftshealthplan.com/gic) or call a member representative at 800.870.9488.



**You must complete all fields.** Please print clearly. Retain a copy of all receipts and documents for your records. Please be sure to sign the form.

To qualify for the fitness club rebate, you must complete four consecutive months of membership in Tufts Health Plan and at a qualified fitness center each year you apply.

You will have 24 months from the date you incurred your fitness club fees to submit your request for the fitness rebate of up to \$150. The rebate applies one time per family, one time per calendar year. The rebate is paid to the Tufts Health Plan subscriber, regardless of which member submitted for reimbursement, after the fitness center fees are paid. Reimbursements are typically processed within 4 to 6 weeks of receipt.

Last	First	Middle Initial
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[illegible]

Please indicate which one of the following forms of proof of payment you are including with this form:

- ☐ An itemized receipt from the fitness club and/or group exercise class, showing the dates of membership and dollar amounts paid
- ☐ Copies of receipts for fitness club membership and/or group exercise class dues
- ☐ A credit card statement or receipt
- ☐ A statement on the fitness club's and/or group exercise class's letterhead, with an authorized signature, indicating payment was made

In addition, you must include a statement from your fitness club confirming your membership for four consecutive months.

I attest that the above information and enclosed proof of payment are accurate and complete.

(GIC Member Signature)

Tufts Health Plan  
GIC Fitness Claims  
1 Wellness Way  
Canton, MA 02021

Please do not staple any materials to this form.





# **Provider Access Area**

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The Navigator by Tufts Health Plan provider area includes a provider access area and an extended provider access area.

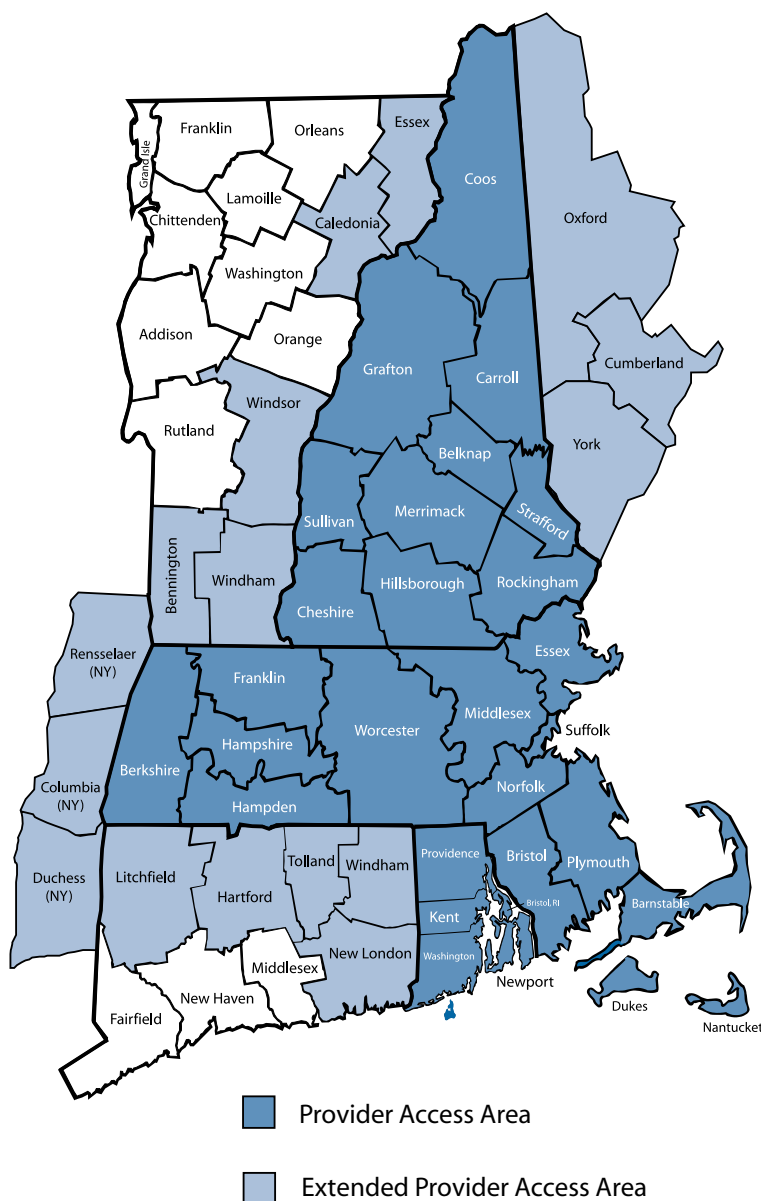
## Provider access area

The provider access area includes all of Massachusetts, Rhode Island, and New Hampshire—where primary care providers (PCPs) who participate in our network are located and are a reasonable distance from specialists who provide the most-often-used services, such as surgeons and OB/GYNs.

## Extended provider access area (Tufts Health Plan)

The extended provider access area includes additional contracted PCPs and specialists in our network who provide the most-often-used services, such as surgeons and OB/GYNs in border states and towns.

Our network has more than 60,000 providers and includes access to 14,000 behavioral health providers and 109 hospitals. Visit our website at [tuftshealthplan.com/gic](https://tuftshealthplan.com/gic) for an up-to-date list of providers in our network.



**MASSACHUSETTS**

Abington	Cataumet	Fairhaven	Lakeville	New Bedford	Prides Crossing
Accord	Centerville	Fall River	Lancaster	New Braintree	Princeton
Acton	Charlemont	Falmouth	Lanesboro	New Salem	Provincetown
Acushnet	Charlestown	Fayville	Lawrence	New Town	Quincy
Adams	Charlton	Feeding Hills	Lee	Newbury	Randolph
Agawam	Charlton City	Fiskdale	Leeds	Newburyport	Raynham
Allston	Charlton Depot	Fitchburg	Leicester	Newton	Raynham Center
Amesbury	Chartley	Florence	Lenox	Newton Center	Reading
Amherst	Chatham	Forestdale	Lenox Dale	Newton Highlands	Readville
Andover	Chelmsford	Foxboro	Leominster	Newtonville	Rehoboth
Arlington	Chelsea	Framingham	Leverett	Nonantum	Revere
Arlington Heights	Cherry Valley	Franklin	Lexington	Norfolk	Richmond
Ashburnham	Cheshire	Gardner	Lincoln	North Adams	Rochdale
Ashby	Chester	Georgetown	Linwood	North Amherst	Rochester
Ashfield	Chesterfield	Gilbertville	Littleton	North Andover	Rockland
Ashland	Chestnut Hill	Gill	Longmeadow	North Attleboro	Rockport
Ashley Falls	Chicopee	Glendale	Lowell	North Billerica	Roslindale
Assonet	<a href="#">Chilmark</a>	Gloucester	Ludlow	North Brookfield	Rowe
Athol	Clinton	Goshen	Lunenburg	North Carver	Rowley
Attleboro	Cohasset	Grafton	Lynn	North Chatham	Royalston
Attleboro Falls	Colrain	Granby	Lynnfield	North Chelmsford	Russell
Auburn	Concord	Granville	Malden	North Dartmouth	Rutland
Auburndale	Conway	Great Barrington	Manchaug	North Dighton	Sagamore
Avon	Cotuit	Green Harbor	Manchester	North Eastham	Sagamore Beach
Ayer	Cummaquid	Greenbush	Manomet	North Easton	Salem
Babson Park	Cummington	Greenfield	Mansfield	North Egremont	Salisbury
Baldwinville	<a href="#">Cuttyhunk</a>	Groton	Marblehead	North Falmouth	Sandwich
Barnstable	Dalton	Groveland	Marion	North Grafton	Saugus
Barre	Danvers	Hadley	Marlborough	North Hatfield	Savoy
Becket	Dartmouth	Halifax	Marshfield	North Marshfield	Scituate
Bedford	Dedham	Hamilton	Marshfield Hills	North Oxford	Seekonk
Belchertown	Deerfield	Hampden	Marstons Mills	North Pembroke	Sharon
Bellingham	Dennis	Hanover	Mashpee	North Reading	Sheffield
Belmont	Dennis Port	Hanscom AFB	Mattapan	North Scituate	Shelburne Falls
Berkley	Devens	Hanson	Mattapoisett	North Truro	Sheldonville
Berkshire	Dighton	Hardwick	Maynard	North Uxbridge	Sherborn
Berlin	Douglas	Harvard	Medfield	North Waltham	Shirley
Bernardston	Dover	Harwich	Medford	North Weymouth	Shrewsbury
Beverly	Dracut	Harwich Port	Medway	Northampton	Shutesbury
Billerica	Drury	Hatfield	Melrose	Northborough	<a href="#">Siasconset</a>
Blackstone	Dudley	Hathorne	Mendon	Northbridge	Silver Beach
Blandford	Dunstable	Haydenville	<a href="#">Menemsha</a>	Northfield	Somerset
Bolton	Duxbury	Heath	Merrimac	Norton	Somerville
Bondsville	East Boston	Hingham	Methuen	Norwell	South Barre
Boston	East Bridgewater	Hinsdale	Middleboro	Norwood	South Carver
Boxborough	East Brookfield	Holbrook	Middlefield	Nutting Lake	South Chatham
Boxford	East Dennis	Holden	Middleton	<a href="#">Oak Bluffs</a>	South Dartmouth
Boylston	East Falmouth	Holland	Milford	Oakham	South Deerfield
Braintree	East Freetown	Holliston	Mill River	Ocean Bluff	South Dennis
Brant Rock	East Longmeadow	Holyoke	Millbury	Onset	South Easton
Brewster	East Mansfield	Hopedale	Millers Falls	Orange	South Egremont
Bridgewater	East Orleans	Hopkinton	Millis	Orleans	South Grafton
Brighton	East Otis	Housatonic	Millville	Osterville	South Hadley
Brimfield	East Princeton	Hubbardston	Milton	Otis	South Hamilton
Brockton	East Sandwich	Hudson	Milton Village	Oxford	South Harwich
Brookfield	East Taunton	Hull	Minot	Palmer	South Lancaster
Brookline	East Templeton	Humarock	Monponsett	Paxton	South Lee
Brookline Village	East Walpole	Huntington	Monroe Bridge	Peabody	South Orleans
Bryantville	East Wareham	Hyannis	Monson	Pembroke	South Walpole
Buckland	East Weymouth	Hyannisport	Montague	Pepperell	South Wellfleet
Burlington	Eastham	Hyde Park	Monterey	Petersham	South Weymouth
Buzzards Bay	Easthampton	Indian Orchard	Monument Beach	Pinehurst	South Yarmouth
Byfield	Easton	Ipswich	Nagog Woods	Pittsfield	Southampton
Cambridge	<a href="#">Edgartown</a>	Jamaica Plain	Nahant	Plainfield	Southborough
Canton	Elmwood	Jefferson	<a href="#">Nantucket</a>	Plainville	Southbridge
Carlisle	Erving	Kingston	Natick	Plymouth	Southfield
Carver	Essex	Lake Pleasant	Needham	Plympton	Southwick
	Everett		Needham Heights	Pocasset	Spencer



Towns indicated in black make up our provider access area

Springfield	West Townsend	North Granby	East Candia	Weare	Jamestown
Sterling	West Wareham	North Grosvenordale	East Derry	West Chesterfield	Johnston
Still River	West Warren	North Stonington	East Hampstead	West Nottingham	Kenyon
Stockbridge	West Yarmouth	Old Mystic	East Kingston	West Peterborough	Kingston
Stoneham	Westborough	Oneco	Epping	Wilton	Lincoln
Stoughton	Westfield	Pawcatuck	Epsom	Winchester	Little Compton
Stow	Westford	Plainfield	Exeter	Windham	Manville
Sturbridge	Westminster	Pomfret	Fitzwilliam	<b>NEW YORK</b>	Mapleville
Sudbury	Weston	Pomfret Center	Francestown	Ancramdale	Middletown
Sunderland	Westport	Poquonock	Fremont	Austerlitz	Narragansett
Sutton	Westport Point	Preston	Goffstown	Berlin	Newport
Swampscott	Westwood	Putnam	Greenfield	Brainard	North Kingstown
Swansea	Weymouth	Quinebaug	Greenland	Canaan	North Providence
Taunton	Whately	Riverton	Greenville	Chatham	North Scituate
Templeton	Wheelwright	Rogers	Hampstead	Cherry Plain	North Smithfield
Tewksbury	White Horse Beach	Salisbury	Hampton	Copake	Oakland
Thorndike	Whitinsville	Simsbury	Hampton Falls	Copake Falls	Pascoag
Three Rivers	Whitman	Somers	Hancock	Craryville	Pawtucket
Topsfield	Wilbraham	Somersville	Henniker	Cropseyville	Peace Dale
Townsend	Williamsburg	South Willington	Hinsdale	East Chatham	Portsmouth
Truro	Williamstown	South Windsor	Hollis	East Nassau	Providence
Turners Falls	Wilmington	South Woodstock	Hooksett	Ghent	Prudence Island
Tyngsborough	Winchendon	Stafford	Hudson	Grafton	Riverside
Tyringham	Winchendon	Stafford Springs	Jaffrey	Hillsdale	Rockville
Upton	Springs	Staffordville	Kingston	Hollowville	Rumford
Uxbridge	Winchester	Sterling	Lee	Hoosick	Saunderstown
Vineyard Haven	Windsor	Stonington	Litchfield	Hoosick Falls	Shannock
Waban	Winthrop	Suffield	Londonderry	Millerton	Slatersville
Wakefield	Woburn	Taconic	Loudon	New Lebanon	Slocum
Wales	Woods Hole	Tariffville	Lyndeborough	Old Chatham	Smithfield
Walpole	Woodville	Thompson	Madbury	Petersburg	Tiverton
Waltham	Worcester	Tolland	Manchester	Philmont	Wakefield
Ware	Woronoco	Vernon Rockville	Merrimack	Sand Lake	Warren
Wareham	Worthington	Voluntown	Milford	Spencertown	Warwick
Warren	Wrentham	Wauregan	Mont Vernon	Stephentown	West Greenwich
Warwick	Yarmouth Port	West Granby	Nashua	West Copake	West Kingston
Watertown	<b>CONNECTICUT</b>	West Hartland	New Boston	West Lebanon	West Warwick
Waverley	Abington	West Mystic	New Castle	<b>RHODE ISLAND</b>	Westerly
Wayland	Ashford	West Suffield	New Ipswich	Adamsville	Wood River Junction
Webster	Ballouville	Willington	Newfields	Albion	Woonsocket
Wellesley	Broad Brook	Windsor	Newington	Ashaway	Wyoming
Wellesley Hills	Brooklyn	Windsor Locks	Newmarket	Barrington	<b>VERMONT</b>
Wellfleet	Canaan	Winsted	Newton	Block Island	Arlington
Wendell	Central Village	Woodstock	Newton Junction	Bradford	Bennington
Wendell Depot	Colebrook	Woodstock Valley	North Hampton	Bristol	Brattleboro
Wenham	Danielson	<b>NEW HAMPSHIRE</b>	North Salem	Carolina	East Arlington
West Barnstable	Dayville	Amherst	Northwood	Central Falls	East Dover
West Boxford	East Canaan	Antrim	Nottingham	Charlestown	Jacksonville
West Boylston	East Granby	Atkinson	Pelham	Chepachet	Marlboro
West Bridgewater	East Hartford	Auburn	Peterborough	Clayville	Newfane
West Brookfield	East Hartland	Barnstead	Pittsfield	Coventry	North Bennington
West Chatham	East Killingly	Barrington	Plaistow	Cranston	North Pownal
West Chesterfield	East Windor	Bedford	Portsmouth	Cumberland	Pownal
West Chop	East Windsor Hill	Bennington	Raymond	East Greenwich	Putney
West Dennis	East Woodstock	Bow	Rindge	East Providence	Readsborough
West Falmouth	Eastford	Brookline	Rochester	Exeter	Shaftsbury
West Groton	Ellington	Candia	Rollinsford	Fiskeville	South Newfane
West Harwich	Enfield	Chester	Rye	Forestdale	Stamford
West Hatfield	Fabyan	Chichester	Rye Beach	Foster	Vernon
West Hyannisport	Falls Village	Concord	Salem	Glendale	West Dover
West Medford	Granby	Concoocook	Sandown	Greene	West Dummerston
West Millbury	Grosvenor Dale	Danville	Seabrook	Greenville	West Halifax
West Newbury	Lakeville	Deerfield	Somersworth	Harmony	West Wardsboro
West Newton	Ledyard	Derry	Strafford	Harrisville	Whitingham
West Roxbury	Manchester	Dover	Stratham	Hope	Wilmington
West Springfield	Moosup	Dublin	Suncook	Hope Valley	Williamsville
West Stockbridge	Mystic	Dunbarton	Temple	Hopkinton	
West Tisbury	Norfolk	Durham	Troy		



Towns indicated in blue make up our extended provider access area



A close-up photograph of a person's knee being examined by a healthcare professional. The professional's hands are visible, one with a black smartwatch, palpating the knee joint. The patient is wearing a light-colored, ribbed compression sleeve. The background is blurred, showing an outdoor setting with a purple barrier.

# **New England Baptist Hospital Program**

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# Getting Knee or Hip Surgery? You Can Save Money!

Get the treatment you need at New England Baptist Hospital,  
a leader in joint replacement surgery and save money on your care!



Your \$275 inpatient co-payment may be waived\*  
if you have your surgery at **New England Baptist Hospital.\*\***

\*any deductible (if applicable) still applies and you must meet NEBH clinical criteria

\*\*Please note, this program ends December 31, 2022 for all GIC members





# Notice of Privacy Practices

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This notice describes how health information about you may be used and disclosed and how you can get access to this information.

**Please review it carefully.**

Tufts Health Plan is committed to safeguarding the privacy of our members' protected health information ("PHI"). PHI is information which:

- identifies you (or can reasonably be used to identify you); and
- relates to your physical or mental health or condition, the provision of health care to you or the payment for that care.

We are required by law to maintain the privacy of your PHI and to provide you with notice of our legal duties and privacy practices with respect to your PHI. This Notice of Privacy Practices describes how we may collect, use and disclose your PHI and your rights concerning your PHI. This Notice applies to all members of Tufts Health Plan's commercial insured health benefit plans (including HMO, POS and PPO plans and Medicare Complement plans) and to employees covered under the Tufts Associated Health Plans, Inc. group health plans. Unless your employer has notified you otherwise, this Notice of Privacy Practices also applies to all members of self-insured group health plans that are administered by a Tufts Health Plan entity.

### How we obtain PHI

As a managed care plan, we engage in routine activities that result in our being given PHI from sources other than you. For example, health care providers—such as physicians and hospitals—submit claim forms containing PHI to enable us to pay them for the covered health care services they have provided to you.

### How we use and disclose your PHI

We use and disclose PHI in a number of ways to carry out our responsibilities as a managed care plan. The following describes the types of uses and disclosures of PHI that federal law permits us to make without your specific authorization:

- **Treatment:** We may use and disclose your PHI to health care providers to help them treat you. For example, our care managers may disclose PHI to a home health care agency to make sure you get the services you need after discharge from a hospital.
- **Payment purposes:** We use and disclose your PHI for payment purposes, such as paying doctors and hospitals for covered services. Payment purposes also include activities such as: determining eligibility for benefits; reviewing services for medical necessity; performing utilization review; obtaining premiums; coordinating benefits; subrogation; and collection activities.
- **Health care operations:** We use and disclose your PHI for health care operations. For example, this includes: coordinating/managing care; assessing and improving the quality of health care services; reviewing the qualifications and performance of providers; reviewing health plan performance; conducting medical reviews; and resolving grievances. It also includes business activities such as: underwriting; rating; placing or replacing coverage; determining coverage policies; business planning; obtaining reinsurance; arranging for legal and auditing services (including fraud and abuse detection programs); and obtaining accreditations and licenses. We do not use or disclose PHI that is genetic information for underwriting purposes.
- **Health and wellness information:** We may use your PHI to contact you with information about: appointment reminders; treatment alternatives; therapies; health care providers; settings of care; or other health-related benefits, services and products that may be of interest to you. For example, we might send you information about smoking cessation programs, or we might send a mailing to subscribers approaching Medicare eligible age with materials describing our senior products and an application form.
- **Organizations that assist us:** In connection with treatment, payment and health care operations, we may share your PHI with our affiliates and third party "business associates" that perform activities for us or on our behalf, for example, our pharmacy benefit manager. We will obtain assurances from our business associates that they will appropriately safeguard your information. The following corporate affiliates of Tufts Health Plan designate themselves as a single affiliated covered entity and may share your information among them: Tufts Associated Health Maintenance Organization, Inc., Tufts Health Public Plans, Inc., Tufts Insurance Company, CarePartners of Connecticut, Inc., Tufts Associated Health Plans, Inc. group health plans, Harvard Pilgrim Health Care, Inc., Harvard Pilgrim Health Care of New England, Inc., HPHC Insurance Company, Inc., and Harvard Pilgrim Group Health Plan.
- **Plan sponsors:** If you are enrolled in Tufts Health Plan through your current or former place of work, you are enrolled in a group health plan. We may disclose PHI to the group health plan's plan sponsor—usually your employer—for plan administration purposes. A plan sponsor of an insured health benefit plan must certify that it will protect the PHI in accordance with law.





- **Public health and safety; health oversight:** We may disclose your PHI: to a public health authority for public health activities, such as responding to public health investigations; when authorized by law, to appropriate authorities, if we reasonably believe you are a victim of abuse, neglect or domestic violence; when we believe in good faith that it is necessary to prevent or lessen a serious and imminent threat to your or others' health or safety; or to health oversight agencies for certain activities such as: audits; disciplinary actions; and licensure activity.
- **Legal process; law enforcement; specialized government activities:** We may disclose your PHI: in the course of legal proceedings; in certain cases, in response to a subpoena, discovery request or other lawful process; to law enforcement officials for such purposes as responding to a warrant or subpoena; or for specialized governmental activities such as national security.
- **Research; death; organ donation:** We may disclose your PHI to researchers, provided that certain established measures are taken to protect your privacy. We may disclose PHI, in certain instances, to coroners, medical examiners and in connection with organ donation.
- **Workers compensation:** We may disclose your PHI when authorized by workers' compensation laws.
- **Family and friends:** We may disclose PHI to a family member, relative or friend—or anyone else you identify—as follows: (i) when you are present prior to the use or disclosure and you agree; or (ii) when you are not present (or you are incapacitated or in an emergency situation) if, in the exercise of our professional judgment and in our experience with common practice, we determine that the disclosure is in your best interests. In these cases we will only disclose the PHI that is directly relevant to the person's involvement in your health care or payment related to your health care.
- **Personal representatives:** Unless prohibited by law, we may disclose your PHI to your personal representative, if any. A personal representative is a person who has legal authority to act on your behalf regarding your health care or health care benefits. For example, an individual named in a durable power of attorney or a parent or guardian of an unemancipated minor are personal representatives.
- **Communications:** We will communicate information containing PHI to the address or telephone number we have on record for the subscriber of your health benefits plan. Also, we may mail information containing your PHI

to the subscriber. For example, communication regarding member requests for reimbursement may be addressed to the subscriber. We will not make separate mailings for enrolled dependents at different addresses, unless we are requested to do so and agree to the request. See below "Right to Receive Confidential Communications" for more information on how to make such a request.

- **Required by law:** We may use or disclose your PHI when we are required to do so by law. For example, we must disclose your PHI to the U.S. Department of Health and Human Services upon request if they wish to determine whether we are in compliance with federal privacy laws.

If one of the above reasons does not apply, we will not use or disclose your PHI without your written permission ("authorization"). You may give us written authorization to use or disclose your PHI to anyone for any purpose. You may later change your mind and revoke your authorization in writing. However, your written revocation will not affect actions we've already taken in reliance on your authorization. Where state or other federal laws offer you greater privacy protections, we will follow those more stringent requirements. For example, under certain circumstances, records that contain information about: alcohol abuse treatment; drug abuse prevention or treatment; AIDS-related testing or treatment; or certain privileged communications, may not be disclosed without your written authorization. In addition, when applicable we must have your written authorization before using or disclosing medical or treatment information for a member appeal. See below "Who to Contact for Questions or Complaints" if you would like more information.

### How we protect PHI within our organization

Tufts Health Plan protects oral, written and electronic PHI throughout our organization. We do not sell PHI to anyone. We have many internal policies and procedures designed to control and protect the internal security of your PHI. These policies and procedures address, for example, use of PHI by our employees. In addition, we train all employees about these policies and procedures. Our policies and procedures are evaluated and updated for compliance with applicable laws.



## Your individual rights

The following is a summary of your rights with respect to your PHI:

- **Right of access to PHI:** Right of Access to PHI: You have the right to inspect and get a copy of most PHI Tufts Health Plan has about you, or a summary explanation of PHI if agreed to in advance by you. Requests must be made in writing and reasonably describe the information you would like to inspect or copy. If your PHI is maintained electronically, you will also have the right to request a copy in electronic format. We have the right to charge a reasonable cost-based fee for paper or electronic copies as established by state or federal law. Under certain circumstances, we may deny your request. If we do so, we will send you a written notice of denial describing the basis of our denial. You may request that we send a copy of your PHI directly to another person that you designate. Your request must be in writing, signed by you, and clearly identify the person and the address where the PHI should be sent.
- **Right to request restrictions:** You have the right to ask that we restrict uses or disclosures of your PHI to carry out treatment, payment and health care operations; and disclosures to family members or friends. We will consider the request. However, we are not required to agree to it and, in certain cases, federal law does not permit a restriction. Requests may be made verbally or in writing to Tufts Health Plan.
- **Right to receive confidential communications:** You have the right to ask us to send communications of your PHI to you at an address of your choice or that we communicate with you in a certain way. For example, you may ask us to mail your information to an address other than the subscriber's address. We will accommodate your request if: you state that disclosure of your PHI through our usual means could endanger you; your request is reasonable; it specifies the alternative means or location; and it contains information as to how payment, if any, will be handled. Requests may be made verbally or in writing to Tufts Health Plan.
- **Right to amend PHI:** You have the right to have us amend most PHI we have about you. We may deny your request under certain circumstances. If we deny your request, we will send you a written notice of denial. This notice will describe the reason for our denial and your right to submit a written statement disagreeing with the denial. Requests must be in writing to Tufts Health Plan and must include a reason to support the requested amendment.
- **Right to receive an accounting of disclosures:** You have the right to a written accounting of the disclosures of your PHI that we made in the last six years prior to the date you request the accounting. However, except as otherwise provided by law, this right does not apply to: (i) disclosures we made for treatment, payment or health care operations; (ii) disclosures made to you or people you have designated; (iii) disclosures you or your personal representative have authorized; (iv) disclosures made before April 14, 2003; and (v) certain other disclosures, such as disclosures for national security purposes. If you request an accounting more than once in a 12-month period, we may charge you a reasonable fee. All requests for an accounting of disclosures must be made in writing to Tufts Health Plan.
- **Right to authorize other use and disclosure:** You have the right to authorize any use or disclosure of PHI that is not specified within this notice. For example, we would need your written authorization to use or disclose your PHI for marketing, for most uses or disclosures of psychotherapy notes, or if we intended to sell your PHI. You may revoke an authorization, at any time, in writing, except to the extent that we have taken an action in reliance on the use or disclosure indicated in the authorization.
- **Right to receive a privacy breach notice:** You have the right to receive written notification if we discover a breach of your unsecured PHI and determine through a risk assessment that notification is required.
- **Right to this notice:** You have a right to receive a paper copy of this Notice from us upon request.
- **How to exercise your rights:** To exercise any of the individual rights described above or for more information, please call a member services coordinator at 1-800-462-0224 (TDD: 711) or write to:

Privacy Officer  
Tufts Health Plan  
1 Wellness Way  
Canton, MA 02021



### Effective date of notice

This Notice takes effect February 1, 2021. We must follow the privacy practices described in this Notice while it is in effect. This Notice will remain in effect until we change it. This Notice replaces any other information you have previously received from us with respect to privacy of your medical information.

### Changes to this notice of privacy practices

We may change the terms of this Notice at any time in the future and make the new Notice effective for all PHI that we maintain—whether created or received before or after the effective date of the new Notice. Whenever we make an important change, we will publish the updated Notice on our website at **tuftshealthplan.com**. In addition, we will use one of our periodic mailings to inform subscribers about the updated Notice.

### Who to contact for questions or complaints

If you would like more information or a paper copy of this Notice, please contact a member services representative at the number listed above. You can also download a copy from our website at **tuftshealthplan.com**. If you believe your privacy rights may have been violated, you have a right to complain to Tufts Health Plan by calling the Privacy Officer at 1-800-208-9549 or writing to:

Privacy Officer  
Tufts Health Plan  
1 Wellness Way  
Canton, MA 02021

You also have a right to complain to the Secretary of Health and Human Services. We will not retaliate against you for filing a complaint.



# Discrimination is Against the Law



**Tufts Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, or gender identity. Tufts Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, sexual orientation, or gender identity.**

## **Tufts Health Plan:**

- Provides full and equal access to covered services under the federal *Americans with Disabilities Act of 1990* and Section 504 of the federal *Rehabilitation Act of 1973*. This includes free aids and services to people with disabilities to communicate effectively with us, such as:
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need any of the above services, have questions regarding any provider directory information, or would like to report an inaccuracy or network access issue, please contact Tufts Health Plan Member Services at 800.462.0224. To report provider directory inaccuracies electronically, please visit <https://tuftshealthplan.com/find-a-doctor> and select your plan. Search or select the Provider whose information you believe needs updating and click “Tell us if something needs to change”.

Please note that if you have complaints regarding provider directory inaccuracies or provider network access issues, you also have the right at any time to contact the Commonwealth of Massachusetts Division of Insurance at (877) 563-4467, Option 2 or [www.mass.gov/doi](http://www.mass.gov/doi).

If you believe that Tufts Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

## **Tufts Health Plan, Attention:**

Civil Rights Coordinator Legal Dept.  
1 Wellness Way Canton, MA 02021-1166  
Phone: 888.880.8699 ext. 48000, [TTY number — 800.439.2370 or 711]  
Fax: 617.972.9048  
Email: [OCRCoordinator@point32health.org](mailto:OCRCoordinator@point32health.org)

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Tufts Health Plan Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

## **U.S. Department of Health and Human Services:**

200 Independence Avenue, SW  
Room 509F, HHH Building Washington, D.C. 20201  
800.368.1019, 800.537.7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

[tuftshealthplan.com](http://tuftshealthplan.com) | 800.462.0224





For no cost translation in English, call the number on your ID card.

**Arabic** للحصول على خدمة الترجمة المجانية باللغة العربية، يرجى الاتصال على الرقم المدون على بطاقة الهوية الخاصة بك .

**Chinese** 若需免費的中文版本，請撥打ID卡上的電話號碼。

**French** Pour demander une traduction gratuite en français, composez le numéro indiqué sur votre carte d'identité.

**German** Um eine kostenlose deutsche Übersetzung zu erhalten, rufen Sie bitte die Telefonnummer auf Ihrer Ausweiskarte an.

**Greek** Για δωρεάν μετάφραση στα Ελληνικά, καλέστε τον αριθμό που αναγράφεται στην αναγνωριστική κάρτα σας.

**Haitian Creole** Pou jwenn tradiksyon gratis nan lang kreyòl ayisyen, rele nimewo ki sou kat ID ou a.

**Italian** Per richiedere la traduzione in italiano senza costi aggiuntivi, chiamare il numero indicato sulla carta di identità.

**Japanese** 日本語の無料翻訳についてはIDカードに書いてある番号に電話してください。

**Khmer (Cambodian)** សម្រាប់សេវាបកប្រែដោយឥតគិតថ្លៃជា ភាសាខ្មែរ សូមទូរស័ព្ទទៅកាន់លេខដែលមាននៅលើប័ណ្ណសម្គាល់សមាជិករបស់អ្នក។

**Korean** 한국어로 무료 통번역을 원하시면, ID 카드에 있는 번호로 연락하십시오.

**Laotian** ສໍາລັບການແປພາສາເປັນພາສາລາວທີ່ບໍ່ໄດ້ເສຍຄ່າໃຊ້ຈ່າຍ, ໃຫ້ໂທຫາເບີທີ່ຢູ່ເທິງບັດປະຈຳຕົວຂອງທ່ານ.

**Navajo** Doo bąąh ilíní da Diné k'ehjí álnéehgo, hodiilnih béesh bee hani'ée bee née ho'díłzingo nantinígíí bikáá'.

**Persian** بزنیډ زنگ تان شناسائی کارت در مندرج تلفن شماره به فارسی رایگان ترجمه برای

**Polish** Aby uzyskać bezpłatne tłumaczenie w języku polskim, należy zadzwonić na numer znajdujący się na Pana/i dowodzie tożsamości.

**Portuguese** Para tradução grátis para o português, ligue para o número no seu cartão de identificação.

**Russian** Для получения услуг бесплатного перевода на русский язык позвоните по номеру, указанному на идентификационной карточке.

**Spanish** Para servicios de traducción gratuitos en español, llame al número que aparece en su tarjeta de miembro.

**Tagalog** Para sa walang bayad na pagsasalin sa Tagalog, tawagan ang numero na nasa inyong ID card.

**Vietnamese** Để có bản dịch tiếng Việt không phải trả phí, gọi theo số trên thẻ căn cước của bạn.





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**Back to Table of Contents**