



**This is a Massachusetts Large Group Plan**



**This health plan meets Minimum Creditable Coverage standards and will satisfy the individual mandate that you have health insurance.**

Massachusetts Requirement to Purchase Health Insurance: As of January 1, 2009, the Massachusetts Health Care Reform Law requires that Massachusetts residents, eighteen (18) years of age and older, must have health coverage that meets the Minimum Creditable Coverage standards set by the Commonwealth Health Insurance Connector, unless waived from the health insurance requirement based on affordability or individual hardship. For more information call the Connector at 1-877-MA-ENROLL or visit the Connector Web site ([www.mahealthconnector.org](http://www.mahealthconnector.org)). This health plan meets Minimum Creditable Coverage standards that are effective January 1, 2010 as part of the Massachusetts Health Care Reform Law. If you purchase this plan, you will satisfy the statutory requirement that you have health insurance meeting these standards. This disclosure is for minimum creditable coverage standards that are effective January 1, 2010. Because these standards may change, review your health plan material each year to determine whether your plan meets the latest standards. If you have questions about this notice, you may contact the Division of Insurance by calling (617) 521-7794 or visiting its Web site at [www.mass.gov/doi](http://www.mass.gov/doi).

This plan includes the Tiered Provider Network called Navigator by Tufts Health Plan, or Navigator. In this plan members may pay different levels of copayments, coinsurance, and/or deductibles depending on their 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 on July 1. Please consult the Navigator provider directory by visiting the provider search tool at [tuftshealthplan.com](http://tuftshealthplan.com) and click on Find a Doctor to determine the tier of providers in the Navigator Tiered Provider Network. If you need a paper copy of the provider directory, please contact Member Services.



The Summary of Benefits and Coverage (SBC) document will help you choose a health [plan](#). The SBC shows you how you and the [plan](#) would share the cost for covered health care services. **NOTE:** Information about the cost of this [plan](#) (called the [premium](#)) will be provided separately. This is only a summary. For more information about your coverage, or to get a copy of the complete terms of coverage, see <https://www.tuftshealthplan.com> or call 800-870-9488 (TDD: 711). For general definitions of common terms, such as [allowed amount](#), [balance billing](#), [coinsurance](#), [copayment](#), [deductible](#), [provider](#), or other underlined terms see the Glossary. You can view the Glossary at <https://www.healthcare.gov/sbc-glossary/> or call 800-870-9488 to request a copy.

Important Questions	Answers	Why this Matters:
<b>What is the overall <a href="#">deductible</a>?</b>	\$500 individual/\$1,000 family authorized; \$500 individual/\$1,000 family unauthorized medical <a href="#">deductible</a> .	Generally, you must pay all of the costs from <a href="#">providers</a> up to the <a href="#">deductible</a> amount before this <a href="#">plan</a> begins to pay. If you have other family members on the <a href="#">plan</a> , each family member must meet their own individual <a href="#">deductible</a> until the total amount of <a href="#">deductible</a> expenses paid by all family members meets the overall family <a href="#">deductible</a> .
<b>Are there services covered before you meet your <a href="#">deductible</a>?</b>	Yes. Authorized <a href="#">preventive care</a> , primary care, and <a href="#">specialist</a> care are covered before you meet your <a href="#">deductible</a> .	This <a href="#">plan</a> covers some items and services even if you haven't yet met the <a href="#">deductible</a> amount. But a <a href="#">copayment</a> or <a href="#">coinsurance</a> may apply. For example, this <a href="#">plan</a> covers certain <a href="#">preventive services</a> without <a href="#">cost-sharing</a> and before you meet your <a href="#">deductible</a> . See a list of covered <a href="#">preventive services</a> at <a href="https://www.healthcare.gov/coverage/preventive-care-benefits/">https://www.healthcare.gov/coverage/preventive-care-benefits/</a> .
<b>Are there other <a href="#">deductibles</a> for specific services?</b>	Yes. \$100 individual/\$200 family for <a href="#">prescription drugs</a> per benefit period. <a href="#">Prescription drug coverage</a> is administered through Express Scripts.	You must pay all of the costs for these services up to the specific <a href="#">deductible</a> amount before this <a href="#">plan</a> begins to pay for these services.
<b>What is the <a href="#">out-of-pocket limit</a> for this <a href="#">plan</a>?</b>	\$5,000 individual/\$10,000 family for authorized medical and pharmacy expenses; \$5,000 individual/\$10,000 family unauthorized medical expenses; per <a href="#">plan</a> year.	The <a href="#">out-of-pocket limit</a> is the most you could pay in a year for covered services. If you have other family members in this <a href="#">plan</a> , they have to meet their own <a href="#">out-of-pocket limits</a> until the overall family <a href="#">out-of-pocket limit</a> has been met.
<b>What is not included in the <a href="#">out-of-pocket limit</a>?</b>	<a href="#">Premiums</a> , <a href="#">balance-billed</a> charges, and health care this <a href="#">plan</a> doesn't cover.	Even though you pay these expenses, they don't count toward the <a href="#">out-of-pocket limit</a> .
<b>Will you pay less if you use a <a href="#">network provider</a>?</b>	Yes. See <a href="https://www.tuftshealthplan.com/gic">tuftshealthplan.com/gic</a> , "Find a doctor, hospital..." or call 800-870-9488 (TDD: 711) for a list of <a href="#">network providers</a> .	This <a href="#">plan</a> uses a <a href="#">provider network</a> . You will pay less if you use a <a href="#">provider</a> in the <a href="#">plan's network</a> . You will pay the most if you use an <a href="#">out-of-network provider</a> , and you might receive a bill from a <a href="#">provider</a> for the difference between the <a href="#">provider's</a> charge and what your <a href="#">plan</a> pays ( <a href="#">balance billing</a> ). Be aware, your <a href="#">network provider</a> might use an <a href="#">out-of-network provider</a> for some services (such as lab work). Check with your <a href="#">provider</a> before you get services.
<b>Do you need a <a href="#">referral</a> to see a <a href="#">specialist</a>?</b>	Yes.	This <a href="#">plan</a> will pay some or all of the costs to see a <a href="#">specialist</a> for covered services but only if you have a <a href="#">referral</a> before you see the <a href="#">specialist</a> .



All copayment and coinsurance costs shown in this chart apply both before and after your deductible has been met, if a deductible applies.

		What You Will Pay		
Common Medical Event	Services You May Need	Authorized Provider (You will pay the least)	Unauthorized Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information (limits apply per <u>plan</u> year)
<b>If you visit a health care <u>provider's</u> office or clinic</b>	Primary care visit to treat an injury or illness	Tier 1 - \$10 <u>copay</u> /visit Tier 2 - \$20 <u>copay</u> /visit Tier 3 - \$40 <u>copay</u> /visit; <u>deductible</u> does not apply	20% <u>coinsurance</u>	None
	<u>Specialist</u> visit	Tier 1 - \$30 <u>copay</u> /visit Tier 2 - \$60 <u>copay</u> /visit Tier 3 - \$75 <u>copay</u> /visit; <u>deductible</u> does not apply	20% <u>coinsurance</u>	Prior authorization may be required.
	<u>Preventive care/ screening/</u> immunization	No charge; <u>deductible</u> does not apply	20% <u>coinsurance</u>	You may have to pay for services that aren't preventive. Ask your <u>provider</u> if the services needed are preventive. Then check what your <u>plan</u> will pay for.
<b>If you have a test</b>	<u>Diagnostic test</u> (x-ray, blood work)	No charge	20% <u>coinsurance</u>	<u>Deductible</u> applies first. Prior authorization may be required.
	Imaging (CT/PET scans, MRIs)	\$100 <u>copay</u> /test	20% <u>coinsurance</u>	<u>Copay</u> applies first, then <u>deductible</u> . Prior authorization is required. <u>Limit of one copay per day.</u>

		What You Will Pay		
Common Medical Event	Services You May Need	Authorized Provider (You will pay the least)	Unauthorized Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information (limits apply per <a href="#">plan</a> year)
<b>If you need drugs to treat your illness or condition</b>	Tier 1 - Generic drugs	\$10 <a href="#">copay</a> /fill (retail); \$25 <a href="#">copay</a> /fill (mail order)	Not covered	Retail <a href="#">cost share</a> is for up to a 30-day supply; mail order <a href="#">cost share</a> is for up to a 90-day supply. Some drugs require prior authorization to be covered. Some drugs have quantity limitations. A 90-day supply of maintenance medications may be obtained at a CVS Pharmacy for the applicable mail order <a href="#">copay</a> . If a drug has a generic equivalent and you buy the brand name (even if your physician indicates no substitutions) you will pay the generic-level <a href="#">copay</a> plus the cost difference between the generic and the brand name drug.
	Tier 2 - Preferred brand and some generic drugs	\$30 <a href="#">copay</a> /fill (retail); \$75 <a href="#">copay</a> /fill (mail order)		
	Tier 3 - Non-preferred brand drugs	\$65 <a href="#">copay</a> /fill (retail); \$165 <a href="#">copay</a> /fill (mail order)		
More information about <a href="#">prescription drug coverage</a> is available by calling Express Scripts dedicated GIC phone line at 855-283-7679	<a href="#">Specialty drugs</a>	Limited to a 30-day supply with appropriate tier <a href="#">copay</a> (see above) when purchased at a designated specialty pharmacy	Not covered	Limited to a 30-day supply. Must be obtained at a designated specialty pharmacy. Some drugs require prior authorization to be covered. Some drugs have quantity limitations. Some <a href="#">specialty drugs</a> may also be covered under your medical benefit.
<b>If you have outpatient surgery</b>	Facility fee (e.g., ambulatory surgery center)	Eye and GI procedures at a free-standing ambulatory surgery center: \$150 <a href="#">copay</a> /visit All other procedures regardless of facility type: \$250/ <a href="#">copay</a> /visit	20% <a href="#">coinsurance</a>	<a href="#">Copay</a> applies first, then <a href="#">deductible</a> . Some surgeries require prior authorization in order to be covered. Limit of 4 <a href="#">copays</a> , per member, per <a href="#">plan</a> year maximum.
	Physician/surgeon fees	No charge	20% <a href="#">coinsurance</a>	
<b>If you need immediate medical attention</b>	<a href="#">Emergency room care</a>	\$100 <a href="#">copay</a> /visit		<a href="#">Copay</a> applies first, then <a href="#">deductible</a> . <a href="#">Cost share</a> waived if admitted.
	<a href="#">Emergency medical transportation</a>	No charge		<a href="#">Deductible</a> applies first. Some <a href="#">emergency transportation</a> requires prior authorization to be covered
	<a href="#">Urgent care</a>	Free-standing <a href="#">Urgent Care</a> Center - \$20 <a href="#">copay</a> /visit Tier 1 PCP - \$10 <a href="#">copay</a> /visit, <a href="#">specialist</a> - \$30 <a href="#">copay</a> visit Tier 2 PCP - \$20 <a href="#">copay</a> /visit, <a href="#">specialist</a> - \$60 <a href="#">copay</a> /visit Tier 3 PCP - \$40 <a href="#">copay</a> /visit, <a href="#">specialist</a> - \$75 <a href="#">copay</a> visit; <a href="#">deductible</a> does not apply		<a href="#">Cost share</a> will vary based on type of <a href="#">provider</a> seen and place of service. Services with unauthorized <a href="#">providers</a> inside the service area are covered subject to <a href="#">deductible</a> and <a href="#">coinsurance</a> .

		What You Will Pay		
Common Medical Event	Services You May Need	Authorized Provider (You will pay the least)	Unauthorized Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information (limits apply per <a href="#">plan</a> year)
<b>If you have a hospital stay</b>	Facility fee (e.g., hospital room)	Tier 1 - \$275 <a href="#">copay</a> /admission Tier 2 - \$500 <a href="#">copay</a> /admission Tier 3 - \$1,500 <a href="#">copay</a> /admission	20% <a href="#">coinsurance</a>	<a href="#">Copay</a> applies first, then <a href="#">deductible</a> . Some <a href="#">hospitalizations</a> require prior authorization to be covered. Maximum of one <a href="#">copay</a> , per member, per quarter.
	Physician/surgeon fees	No charge	20% <a href="#">coinsurance</a>	
<b>If you need mental health, behavioral health, or substance abuse services</b>	Outpatient services	\$10 <a href="#">copay</a> /visit; <a href="#">deductible</a> does not apply	20% <a href="#">coinsurance</a>	Prior authorization may be required. Please contact the <a href="#">plan</a> for specifics regarding SUD treatment.
	Inpatient services	\$200 <a href="#">copay</a> /admission; <a href="#">deductible</a> does not apply	20% <a href="#">coinsurance</a>	
<b>If you are pregnant</b>	Office Visits	Tier 1 PCP - \$10 <a href="#">copay</a> /visit, <a href="#">specialist</a> - \$30 <a href="#">copay</a> visit Tier 2 PCP - \$20 <a href="#">copay</a> /visit, <a href="#">specialist</a> - \$60 <a href="#">copay</a> /visit Tier 3 PCP - \$40 <a href="#">copay</a> /visit, <a href="#">specialist</a> - \$75 <a href="#">copay</a> visit; <a href="#">deductible</a> does not apply	20% <a href="#">coinsurance</a>	<a href="#">Cost sharing</a> does not apply for <a href="#">preventive services</a> . Depending on the type of services, <a href="#">copayment</a> , <a href="#">coinsurance</a> or <a href="#">deductible</a> may apply. <a href="#">Copay</a> applies first, then <a href="#">deductible</a> for childbirth/delivery professional services and childbirth/delivery facility services. Maternity care may include tests and services described elsewhere in the SBC (i.e. ultrasound).
	Childbirth/delivery professional services	No charge	20% <a href="#">coinsurance</a>	
	Childbirth/delivery facility services	Tier 1 - \$275 <a href="#">copay</a> /admission Tier 2 - \$500 <a href="#">copay</a> /admission Tier 3 - \$1,500 <a href="#">copay</a> /admission	20% <a href="#">coinsurance</a>	

		What You Will Pay		
Common Medical Event	Services You May Need	Authorized Provider (You will pay the least)	Unauthorized Provider (You will pay the most)	Limitations, Exceptions, & Other Important Information (limits apply per <a href="#">plan</a> year)
If you need help recovering or have other special health needs	<a href="#">Home health care</a>	No charge	20% <a href="#">coinsurance</a>	<a href="#">Deductible</a> applies first. Prior authorization is required.
	<a href="#">Rehabilitation services</a>	\$20 <a href="#">copay</a> /visit; <a href="#">deductible</a> does not apply	20% <a href="#">coinsurance</a>	Short-term physical and occupational therapy limited to 30 visits for each type of service per year. No set limit on speech therapy. Prior authorization may be required.
	<a href="#">Habilitation services</a>	\$20 <a href="#">copay</a> /visit; <a href="#">deductible</a> does not apply	20% <a href="#">coinsurance</a>	Short-term physical and occupational therapy limited to 30 visits for each type of service per year. No set limit on speech therapy. Prior authorization may be required.
	<a href="#">Skilled nursing care</a>	20% <a href="#">coinsurance</a>	20% <a href="#">coinsurance</a>	<a href="#">Deductible</a> applies first. Limited to 45 days per year. Prior authorization is required.
	<a href="#">Durable medical equipment</a>	No charge	No charge	<a href="#">Deductible</a> applies first. Prior authorization may be required.
	<a href="#">Hospice services</a>	No charge	20% <a href="#">coinsurance</a>	<a href="#">Deductible</a> applies first. Prior authorization is required.
If your child needs dental or eye care	Children's eye exam	\$20 <a href="#">copay</a> /visit; <a href="#">deductible</a> does not apply	20% <a href="#">coinsurance</a>	Limited to one visit every 24 months with an EyeMed vision care <a href="#">provider</a> .
	Children's glasses	Not covered	Not covered	None
	Children's dental check-up	Not covered	Not covered	None

#### **[Excluded Services](#) & Other Covered Services:**

Services Your [Plan](#) Generally Does NOT Cover (Check your policy or [plan](#) document for more information and a list of any other [excluded services](#).)

- |  |  |   |
|--|--|---|
| <ul style="list-style-type: none"> <li>• Acupuncture</li> <li>• Cosmetic surgery</li> <li>• Dental care (Adult)</li> </ul> | <ul style="list-style-type: none"> <li>• Long-term care/custodial care</li> <li>• Non-emergency care when traveling outside the U.S.</li> <li>• Routine foot care</li> </ul> | <ul style="list-style-type: none"> <li>• Treatment that is experimental or investigational, for educational or developmental purposes, or does not meet Tufts Health Plan Medical Necessity Guidelines (with limited exceptions specified in your <a href="#">plan</a> document)</li> <li>• Weight loss programs</li> </ul> |
|--|--|---|



**Other Covered Services (Limitations may apply to these services. This isn't a complete list. Please see your [plan](#) document.)**

- |  |  |   |
|--|--|---|
| <ul style="list-style-type: none"><li>• Abortion</li><li>• Bariatric surgery</li><li>• Chiropractic care (spinal manipulation)</li></ul> | <ul style="list-style-type: none"><li>• Hearing Aids (children and adults)</li><li>• Infertility treatment</li></ul> | <ul style="list-style-type: none"><li>• Private-duty nursing</li><li>• Routine eye care (Adult)</li></ul> |
|--|--|---|

**Your Rights to Continue Coverage:**

There are agencies that can help if you want to continue your coverage after it ends. The contact information for those agencies is: Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or <https://www.dol.gov/ebsa/healthreform>. Other coverage options may be available to you too, including buying individual insurance coverage through the [Health Insurance Marketplace](#). For more information about the [Marketplace](#), visit <https://www.HealthCare.gov> or call 1-800-318-2596. If you are a Massachusetts resident, contact the Massachusetts Health Connector at <https://www.mahealthconnector.org>.

**Your Grievance and Appeals Rights:**

There are agencies that can help if you have a complaint against your [plan](#) for a denial of a [claim](#). This complaint is called a [grievance](#) or [appeal](#). For more information about your rights, look at the explanation of benefits you will receive for that medical [claim](#). Your [plan](#) documents also provide complete information to submit a [claim](#), [appeal](#), or a [grievance](#) for any reason to your [plan](#). For more information about your rights, this notice, or assistance, contact: Tufts Health Plan Member Services at 800-870-9488. Or you may write to us at Tufts Health Plan, [Appeals](#) and [Grievances](#) Department, 1 Wellness Way, P.O. Box 474, Canton, MA 02021-1166 or contact the Department of Labor's Employee Benefits Security Administration at 1-866-444-EBSA (3272) or <https://www.dol.gov/ebsa/healthreform>. Additionally, a consumer assistance program can help you file your [appeal](#). Contact: MA: Health Care for All, One Federal Street, Boston, MA 02110, 1-800-272-4232, <https://www.hcfama.org>.

**Does this [plan](#) provide [Minimum Essential Coverage](#)? Yes**

[Minimum Essential Coverage](#) generally includes [plans](#), [health insurance](#) available through the [Marketplace](#) or other individual market policies, Medicare, Medicaid, CHIP, TRICARE, and certain other coverage. If you are eligible for certain types of [Minimum Essential Coverage](#), you may not be eligible for the [premium tax credit](#).

**Does this [plan](#) meet the [Minimum Value Standards](#)? Yes**

If your [plan](#) doesn't meet the [Minimum Value Standards](#), you may be eligible for a [premium tax credit](#) to help you pay for a [plan](#) through the [Marketplace](#).

**Language Access Services:**

Spanish (Español): Para obtener asistencia en Español, llame al 800-870-9488.

Tagalog (Tagalog): Kung kailangan ninyo ang tulong sa Tagalog tumawag sa 800-870-9488.

Chinese (中文): 如果需要中文的帮助, 请拨打这个号码 800-870-9488.

Navajo (Dine): Dinek'ehgo shika at'ohwol ninisingo, kwijigo holne' 800-870-9488.

*To see examples of how this plan might cover costs for a sample medical situation, see the next section.*

## About these Coverage Examples:



**This is not a cost estimator.** Treatments shown are just examples of how this [plan](#) might cover medical care. Your actual costs will be different depending on the actual care you receive, the prices your [providers](#) charge, and many other factors. Focus on the [cost sharing](#) amounts ([deductibles](#), [copayments](#) and [coinsurance](#)) and [excluded services](#) under the [plan](#). Use this information to compare the portion of costs you might pay under different health [plans](#). Please note these coverage examples are based on self-only coverage.

### Peg is Having a Baby

(9 months of in-network pre-natal care and a hospital delivery)

■ The <a href="#">plan's</a> overall <a href="#">deductible</a>	\$500
■ Tier 1 <a href="#">Specialist</a> <a href="#">copayment</a>	\$30
■ Tier 1 Hospital (facility) <a href="#">copayment</a>	\$275
■ <a href="#">Plan</a> <a href="#">coinsurance</a>	0%

This EXAMPLE event includes services like:

[Specialist](#) office visits (*prenatal care*)  
 Childbirth/Delivery Professional Services  
 Childbirth/Delivery Facility Services  
[Diagnostic tests](#) (*ultrasounds and blood work*)  
[Specialist](#) visit (*anesthesia*)

Total Example Cost	\$12,700
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In this example, Peg would pay:

<a href="#">Cost Sharing</a>	
<a href="#">Deductibles</a>	\$500
<a href="#">Copayments</a>	\$300
<a href="#">Coinsurance</a>	\$0
<i>What isn't covered</i>	
Limits or exclusions	\$0
<b>The total Peg would pay is</b>	<b>\$800</b>

### Managing Joe's type 2 Diabetes

(a year of routine in-network care of a well-controlled condition)

■ The <a href="#">plan's</a> overall <a href="#">deductible</a>	\$500
■ Tier 1 <a href="#">Specialist</a> <a href="#">copayment</a>	\$30
■ Tier 1 Hospital (facility) <a href="#">copayment</a>	\$275
■ <a href="#">Plan</a> <a href="#">coinsurance</a>	0%

This EXAMPLE event includes services like:

[Primary care physician](#) office visits (*including disease education*)  
[Diagnostic tests](#) (*blood work*)  
[Prescription drugs](#)  
[Durable medical equipment](#) (*glucose meter*)

Total Example Cost	\$5,600
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In this example, Joe would pay:

<a href="#">Cost Sharing</a>	
<a href="#">Deductibles</a>	\$300
<a href="#">Copayments</a>	\$1,200
<a href="#">Coinsurance</a>	\$0
<i>What isn't covered</i>	
Limits or exclusions	\$20
<b>The total Joe would pay is</b>	<b>\$1,960</b>

### Mia's Simple Fracture

(in-network emergency room visit and follow up care)

■ The <a href="#">plan's</a> overall <a href="#">deductible</a>	\$500
■ Tier 1 <a href="#">Specialist</a> <a href="#">copayment</a>	\$30
■ Tier 1 Hospital (facility) <a href="#">copayment</a>	\$275
■ <a href="#">Plan</a> <a href="#">coinsurance</a>	0%

This EXAMPLE event includes services like:

[Emergency room care](#) (*including medical supplies*)  
[Diagnostic test](#) (*x-ray*)  
[Durable medical equipment](#) (*crutches*)  
[Rehabilitation services](#) (*physical therapy*)

Total Example Cost	\$2,800
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In this example, Mia would pay:

<a href="#">Cost Sharing</a>	
<a href="#">Deductibles</a>	\$500
<a href="#">Copayments</a>	\$300
<a href="#">Coinsurance</a>	\$0
<i>What isn't covered</i>	
Limits or exclusions	\$0
<b>The total Mia would pay is</b>	<b>\$800</b>

The [plan](#) would be responsible for the other costs of these EXAMPLE covered services.



# ADDENDUM

## 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 800-870-9488.

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)** សម្រាប់សេវាបកប្រែដោយឥតគិតថ្លៃ ភាសាខ្មែរ សូមទូរស័ព្ទទៅលេខដែលមាននៅលើប័ណ្ណសម្គាល់សមាជិករបស់អ្នក។

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

**Laotian** ສໍາລັບການແປພາສາເປັນພາສາລາວທີ່ບໍ່ໄດ້ເສຍຄ່າໃຊ້ຈ່າຍ, ໃຫ້ໂທຫາເບີທີ່ຢູ່ເທິງບັດປະຈຳຕົວຂອງທ່ານ.

**Navajo** Doo báąłh ilíní da Diné k'ehjí álnéehgo, hodiilnih béesh bee haní'é bee nées ho'díłzingo nantinígíí bikáá'.

**Persian.** بزنید 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.