



March 30, 2023

Dear Member,

Thank you for being a Tufts Health Plan member through the Commonwealth of Massachusetts Group Insurance Commission (GIC). This year's Annual Enrollment will be held from April 5 through May 3, 2023, and we want to share some important information and updates with you.

Tufts Health Plan and Harvard Pilgrim Health Care are now combined under Point32Health — a new health and well-being organization focused on delivering top-notch health plans, benefits, and services to you and your covered family members.

As of July 1, 2023, your Tufts Health Plan Navigator plan is being replaced by a new Harvard Pilgrim plan, **Harvard Pilgrim Explorer POS**. This plan is designed to provide you with continued access to high-quality care, as well as the doctors and hospitals you already know and trust.

**Here's what you need to know**

- As a current Tufts Health Plan Navigator member, you'll be automatically enrolled by default in the **Harvard Pilgrim Explorer POS** plan. There is no action you need to take unless you select a different plan during Annual Enrollment.
- You and your covered family members will receive new member ID cards in the mail for your 2023-2024 health plan.
- Like Tufts Health Plan Navigator, **Harvard Pilgrim Explorer POS** is a broad network plan that places providers and hospitals into one of three tiers. The copayment, deductible, or coinsurance amounts you pay for covered services will depend on the tier to which providers and hospitals are assigned.
- The **Harvard Pilgrim Explorer POS** network includes providers and hospitals across New England and throughout the country.
- As a **Harvard Pilgrim Explorer POS** member, you're required to have a primary care provider (PCP). If you have a PCP on record now, they will be your PCP for your new plan. If you do not have a PCP, we will assign one to you.
- If you wish to choose your own PCP, you can do that as of July 1, 2023. Visit [harvardpilgrim.org/gic](https://harvardpilgrim.org/gic) to select your PCP through your secure online account or call Member Services at the number on the back of your new ID card. The provider you choose must participate in the **Harvard Pilgrim Explorer POS** plan.
- Please check the Provider Directory at [harvardpilgrim.org/gic](https://harvardpilgrim.org/gic) to make sure your and any covered family members' current primary care providers, specialists, and hospitals participate in the Explorer POS network and to confirm their tiers.

- **Continuity of care:** If you are actively receiving care from a Tufts Health Plan provider who is not available as a Harvard Pilgrim Explorer provider, you will be able to continue receiving care from this provider for 90 days or through September 30, 2023, whichever is greater. If you need to continue care beyond this extended time frame, and the provider remains unavailable through the Harvard Pilgrim network, we can still help. Our Member Services and Care Management teams are available to help you with continued access to needed care. More details on our continuity of care policies can be found in your online account.

Please visit [mass.gov/gic](https://mass.gov/gic) and [harvardpilgrim.org/gic](https://harvardpilgrim.org/gic) for details about the plans available to you as of July 1, 2023.

We look forward to your continued membership and supporting you and your covered family members. If you have any questions, please call Member Services at **800.870.9488** (TTY: **711**). Representatives are available Mondays, Tuesdays, and Thursdays from 8 a.m. to 6 p.m.; Wednesdays from 10 a.m. to 6 p.m.; and Fridays from 8 a.m. to 5:30 p.m.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael Fopiano". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Michael Fopiano  
Director, Member and Provider Services