

[Insert Date]

Dear [Insert Member Name]

Welcome to our practice.

When you joined Tufts Medicare Preferred HMO plan, you chose a plan provider from our Medical Group to be your primary care physician (PCP).

You will receive all of your routine or basic care from your PCP. Generally, PCPs provide basic preventative care and treatment for common illnesses. For those covered services your PCP can't provide, they will be arranged or coordinated by your PCP by referring you to a specialist.

Referral Circle:

Your PCP works with certain plan specialists for referrals, called a "referral circle". The referral circle includes physician specialists, skilled nursing facilities, durable medical equipment providers and other selected providers. It also may include a designated inpatient mental health facility that is different from the hospital that your PCP uses for other inpatient services.

Your PCP may refer you to another Tufts Medicare Preferred HMO network provider when specialized care is not available in our medical group's referral circle. You must use Tufts Medicare Preferred HMO network providers except in emergency or urgent care situations or for out of area renal dialysis. This means in most cases, you will not have access to the entire Tufts Medicare Preferred HMO network.

This coordinated approach to care helps ensure that you receive the right level of care in the right setting at the right time.

Your PCP's referral circle covers admissions to [insert Hospital name].

The following is a list of available specialists which are within your PCP's referral circle.

[Insert list] or [insert the following statement; [Please contact your PCP's office for a list of available specialists or to request a referral to one of our specialists at telephone # []]]

If you do not follow plan rules for routine care neither Medicare nor Tufts Health Plan Medicare Preferred will be responsible for the cost.

If you are interested in changing your PCP, please contact Tufts Health Plan. Representatives are available Monday - Friday 8:00 a.m. - 8:00 p.m. (Representatives are available 7 days a week, 8:00 a.m. - 8:00 p.m. from October 15 - March 1). After hours and on holidays, please leave a message and a representative will return your call the next business day. If you have difficulty hearing or speaking, please call our TTY at 1-800-208-9562.

If you have questions regarding this letter please call [Name of Medical Group] at [Phone Number]

Sincerely

[Insert name of medical groups' medical director
Medical group's street address,
Medical group's city, state
Medical group's telephone number]