

## Quick Reference Guide: Tufts Health Public Plans Member Benefits

### HOW PROVIDERS CAN HELP

Providers are encouraged to remind Tufts Health Public Plans members to follow the state's instructions and complete all paperwork required to renew their membership.

- **Tufts Health Direct (Massachusetts Qualified Health Plan [QHP])** members receive instructions from the Health Connector or Health Services Administrators (HSA) on membership renewals
- **Tufts Health Together (MassHealth MCO Plan and Accountable Care Partnership Plans [ACPPs])** members may renew in one of two ways:
  - **Automatic renewal:** MassHealth will automatically renew member coverage if it is confirmed the member has had no changes in eligibility criteria within the previous year.
  - **Pre-Populated Review Form:** MassHealth will send the member a pre-populated review form if the member's eligibility data cannot be confirmed. The member has 45 days to complete, sign and mail the form back to MassHealth. Failure to complete and return the form may cause the member to lose their MassHealth and Tufts Health Together benefits.
- **Tufts Health RITogether (Rhode Island Medicaid)** members receive instructions from the Executive Offices of Health and Human Services (EOHHS) on membership renewals
- **Tufts Health Unify (OneCare Plan [a dual-eligible product])** members remain in the One Care Program until opting out, depending on eligibility

To obtain a list of Tufts Health Public Plans members in the provider's panel who may be up for redetermination, contact Provider Services at 888.257.1985 (Massachusetts) or 844.301.4093 (Rhode Island).

### HOW TUFTS HEALTH PLAN CAN HELP

Members may contact Tufts Health Public Plans, as outlined below, with any questions about their plan:

Product	Phone	Hours of Operation
Tufts Health Direct Tufts Health Together	888.257.1985 (TTY: 711)	Monday through Friday, 8 a.m.–5 p.m.
Tufts Health RITogether	866.738.4116 (TTY: 711)	Monday through Friday, 8 a.m.–6 p.m.
Tufts Health Unify	855.393.3154 (TTY: 711)	7 days per week, 8 a.m.–8 p.m.

**Note:** Current or former Tufts Health Public Plans members with questions about the renewal process can call the Renewal Helpline at 877.849.0545, Monday through Friday, 8 a.m.–5 p.m.

### HOW THE STATE CAN HELP

Questions about application status or eligibility should be directed to the appropriate state customer service lines as outlined below:

- Tufts Health Direct members can call the Health Connector at 877.623.6765 (TTY: 877.623.7773)
- Tufts Health Together and Tufts Health Unify members can call MassHealth at 800.841.2900 (TTY: 800.407.4648) or MassHealth's 24/7 automated eligibility line at 888.665.9993
- Tufts Health RITogether members can call HealthSource RI at 855.840.4774, Monday through Friday, 8 a.m.–7 p.m.