

Massachusetts Behavioral Health Designated Facilities



Inpatient and Intermediate Behavioral Health and Substance Use Disorder Services

If you need inpatient or intermediate level behavioral health or substance use disorder services, including crisis evaluations, crisis stabilization services and partial hospitalization/day treatment:

- If you are a Massachusetts (MA) HMO member, your Designated Facility must authorize all inpatient and intermediate level of care behavioral health and substance use disorder (SUD) services. Log into your benefits to determine your specific Designated Facility (DF) or contact the Behavioral Health Department at **800.208.9565** if you need assistance identifying your Designated Facility.
- If you are a MA EPO member, contact any of the Designated Facilities listed below to receive coverage for covered services.
- If you are a MA POS member, please contact any of the Designated Facilities listed below to receive coverage for covered services at the authorized level of benefits. You also may go to a facility outside of the Designated Facility network, but you will be covered for covered services at the unauthorized level of benefits.

- If you are a MA PPO member, call the PPO Member Services line at **(800) 423.8080** to determine your provider network. If your network is the Tufts Health Plan network please contact any of the Designated Facilities listed below, or any Tufts Health Plan contracted facility, to receive coverage for covered services at the in-network level of benefits. You may be eligible to receive coverage for covered services at the out-of-network level of benefits if you choose to receive care from a hospital that is not contracted with Tufts Health Plan.
- If you are a member in a Select Network plan, Tufts Health Plan will only pay for services performed by providers who participate in our Select Network. Please see the applicable benefit document for detailed information.
- If you are a member in the Steward Community Choice plan, Tufts Health Plan will only pay for services performed by a Steward Health Care system provider or facility or a Tufts Health Plan DF.

If you require assistance, please call the Tufts Health Plan Behavioral Health Department at **800.208.9565**.

Designated Facilities for Tufts Health Plan members age 16 and over			Participates in Select Network
Baystate Medical Center/ Franklin Medical Center	Springfield, MA	413.794.5555	No
Beverly/Bay Ridge Hospital	Beverly/Lynn, MA	781.477.6940	Yes
Bournewood Hospital	Brookline, MA	800.468.4358	Yes
Cape Cod Hospital	Hyannis, MA	508.862.5566	Yes
Norwood Hospital	Norwood, MA	800.331.2900	Yes
Providence Hospital	Holyoke, MA	800.274.7724	No
St. Elizabeth's Medical Center	Boston, MA	617.789.2666	Yes
Designated Facilities for Tufts Health Plan members under the age of 16			Participates in Select Network
Bournewood Hospital	Brookline, MA	800.468.4358	Yes
Cambridge Health Alliance	Cambridge, MA	617.665.1000	Yes
Providence Hospital	Holyoke, MA	800.274.7724	No

Please Note: Some employer groups have another company administer the Behavioral Health and Substance Use Disorder benefits offered under their plan. If you are unsure, please check your Tufts Health Plan Member ID card.