

Offering health insurance coverage across the life span regardless of age or circumstance.

## NATIONALLY KNOWN FOR QUALITY



Our private HMO/POS and PPO plans are rated 4.5 out of 5 by the National Committee for Quality Assurance (NCQA).\* Our Medicaid plan is also rated 4.5 out of a possible 5.\*\*

\*NCQA's Private Health Insurance Plan Ratings 2018-2019  
\*\*NCQA's Medicaid Health Insurance Plan Ratings 2018-2019



### FIVE OUT OF FIVE STARS FROM MEDICARE

Tufts Health Plan Medicare Preferred HMO and Senior Care Options plans earned 5 stars out of a possible 5 from the Centers for Medicare and Medicaid Services for 2019, putting Tufts Health Plan in the top 4% of plans in the country. Tufts Health Plan is the only local plan to receive the rating this year, and one of only a few plans in the country to receive the rating for four years in a row.

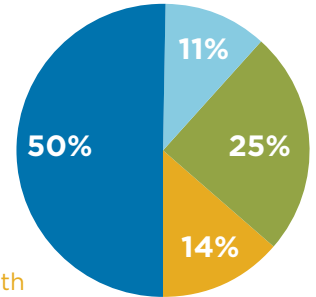
## MEMBERSHIP

Commercial  
**582,000**

Seniors  
**132,000**

Medicaid  
**286,000**

Marketplace  
(Qualified Health  
Plans)  
**157,000**



**TOTAL = 1,157,000**

## CORPORATE CITIZENSHIP

At Tufts Health Plan, corporate citizenship is integrated into all aspects of our business. It is how we conduct our work and engage in the community for a greater influence in our society and the environment. It underpins our operations and includes how we treat our employees and how we live our company's values. Founded in 2008, our Foundation funds programs that move communities toward achieving age-friendly policies and practices that are relevant, focus on the most vulnerable, and include older adults in the process. **Tufts Health Plan Foundation has invested more than \$27 million in the community since 2008.**



IN  
**NEW HAMPSHIRE  
MASSACHUSETTS  
RHODE ISLAND  
CONNECTICUT**

## BY THE NUMBERS\*

LANGUAGES SPOKEN BY EMPLOYEES **30+**

EMPLOYEES **2,750**

PROVIDERS IN NEW ENGLAND **50,000+**

MEMBER CALLS **1,386,000**

AMOUNT CONTRIBUTED TO NON-PROFITS **\$4,808,000**

\*2017

### MISSION

To improve the health and wellness of the diverse communities we serve

### VISION

Every life improved through access to high-quality, affordable health care

### VALUES

Excellence • Integrity • Collaboration • Innovation • Diversity and Inclusion

## DIVERSITY AND INCLUSION

Our Business Diversity program is a strategic priority within our company. It is not only part of our mission, but also critical to our business growth.



### BY THE NUMBERS



## COLLABORATION IS IN OUR DNA

Tufts Health Plan has formed two innovative joint ventures with provider partners, both the first of their kind in their respective markets.



**Tufts Health Freedom Plan** was formed with Granite Health out of the shared commitment to coordinating care to achieve the best health and wellness outcomes for members. The health plan provides NH employers with an innovative choice to keep their employees healthy with exceptional care management programs.



**CarePartners of Connecticut** offers Medicare Advantage plans to CT seniors. This new organization harnesses the expertise of Hartford HealthCare and Tufts Health Plan to create a plan that brings physicians, hospitals and a health plan together to work in alignment, increasing quality and improving the coordination of care for members.

## REWARDS, RECOGNITION & AFFILIATIONS

- ★ *Boston Business Journal* Healthiest Employers Finalist, 2011 – present
- ★ *Boston Business Journal* Top Charitable Contributor, 2013 – present
- ★ *The Boston Globe* Top Places to Work, 2011 – present
- ★ *Boston Women's Workforce Council*, a commitment to close the gender wage gap
- ★ *CEO Action for Diversity & Inclusion*, a commitment to advance diversity and inclusion in the workplace
- ★ *Disability Equality Index*, 100 Percent Rating, "Best Place to Work for Disability Inclusion," 2018
- ★ *ENERGY STAR Certified, Superior Energy Performance*, U.S. Environmental Protection Agency, 2006 – present
- ★ *Human Rights Campaign Corporate Equality Index*, Perfect Score, 2017-2018
- ★ *ISO 27001 Certification*, for rigorous information security standards, awarded by Schellman & Company, LLC, 2013-2018
- ★ *Northeast Human Resources Association* Diversity Champion, 2017
- ★ *Providence Business News* Business Excellence Award for Diversity, 2016
- ★ *Providence Business News* Healthiest Employers, 2017

MASSACHUSETTS  
705 Mount Auburn St.  
Watertown, MA 02472  
  
64 Grove St.  
Watertown, MA 02472  
  
1 Mercantile St.  
Worcester, MA 01608

RHODE ISLAND  
75 Fountain St.  
Providence, RI 02902  
  
CAREPARTNERS  
OF CONNECTICUT  
1290 Silas Deane Hwy  
Wethersfield, CT 06109

TUFTS HEALTH  
FREEDOM PLAN  
11 South Main St.  
Suite 600  
Concord, NH 03301

CONNECT WITH US ON



[www.tuftshealthplan.com/whatwedo](http://www.tuftshealthplan.com/whatwedo)

617.972.9400