

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

NATIONALLY KNOWN FOR QUALITY

Our private HMO/POS and Massachusetts PPO plans are rated 5 out of 5 by the National Committee for Quality Assurance (NCQA).* Tufts Health Plan is the only health plan in the nation to receive the rating for both its HMO and PPO products. Tufts Health Plan's MA PPO is the only PPO plan in America to receive the 5 out of 5 rating. Our Medicaid plan is rated 4.5 out of a possible 5.**



2017 - 2018

*NCQA's Private Health Insurance Plan Ratings 2017-2018

**NCQA's Medicaid Health Insurance Plan Ratings 2017-2018



FIVE OUT OF FIVE STARS FROM MEDICARE

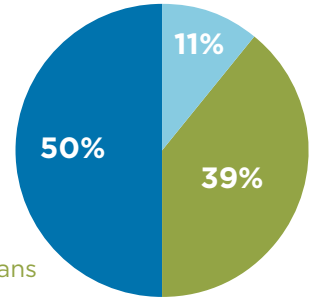
Tufts Medicare Preferred HMO and Senior Care Options earned 5 stars out of a possible 5 from the Centers for Medicare and Medicaid Services for 2018, putting us in the top 4% of plans in the country.

MEMBERSHIP

Commercial
585,000

Seniors
131,000

Medicaid and
Marketplace plans
449,000



TOTAL = 1,165,000

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

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 Freedom Plan

This innovative joint venture with Granite Health, a system of leading providers in New Hampshire, was formed out of the shared commitment to coordinating care to achieve the best health and wellness outcomes for members. This first-of-its-kind venture in NH provides local employers with a new choice of health plans to keep their employees healthy with exceptional care management programs.

Lifespan Premier Choice

We partnered with Lifespan in Rhode Island to introduce a first-of-its-kind tiered network health plan: Lifespan Premier Choice. The plan delivers access to high quality health care while reducing costs for members. Lower costs haven't meant fewer choices: Lifespan Premier Choice offers members more than 1,800 physicians across Rhode Island and the Tufts Health Plan network of more than 25,000 providers in the region.

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

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