

A Care Manager is Your Partner for Getting *and* Staying Healthy!



Who are Care Managers?

Care Managers are nurses who work closely with your doctor to help guide you through the health care system and improve your health and well-being. Care Managers are available to all Tufts Medicare Preferred HMO members and there is no cost to you for working with a Care Manager.

5 Great Ways a Care Manager Can Help You

1 | Staying healthy

If you're looking to start an exercise program, improve your diet, or reach your health goals, a Care Manager can help.

2 | Navigating the health care system

Healthcare can be overwhelming. There is a lot of information to keep track of and important decisions to make. A Care Manager can help by making sure you understand your options and get the services and care you need.

3 | Leaving the hospital

When you're ready to leave the hospital, our Transitions Program can help. Your Care Manager will make sure you receive the right services to help prevent return trips to the hospital. Your Care Manager will also review your discharge plan to assist you with receiving care at home if you need it, follow-up appointments with your doctor, and other resources you may need.

4 | Living with a chronic condition

If you have a chronic condition such as diabetes, heart failure, or lung disease our Chronic Program may be able to help you. Your Care Manager will work with you and your doctor to provide education, assist with medication management, and provide services to help improve your health. This may include working with you to develop health goals so you and/or your family can learn helpful ways to better manage your chronic condition.

“Susan, my Tufts Health Plan Medicare Preferred Care Manager, has been extremely helpful to me. She’s readily available when I need to speak to her. I’ve talked to her on the phone about 5 or 6 times, and she’s given me a lot of good suggestions. It’s been very comforting to have Susan available when I need her to help me through medical issues. She’s very supportive.”

— Kathleen,
Tufts Medicare Preferred HMO member since 2011

5 | Complex health assistance

If you have multiple chronic conditions or need a great deal of support to manage your health, our Complex Program is available to you. Your Care Manager will work closely with your doctor to ensure you receive the right services and resources to meet your health needs. Medication management services are also available to you.

Specialty Care Management Programs Caring Solutions: Talk With Someone Who Can Help!

Dementia Care Program

Tufts Health Plan Medicare Preferred and the Alzheimer's Association (MA/NH chapter) are working together to provide a special program for Tufts Health Plan Medicare Preferred members. If you are a member or caregiver, this program can help answer questions you have about dementia or memory loss. A Dementia Care Consultant will work with you, your family, and your primary care physician to help meet your needs.

This program can help:

- Provide care planning for those with Alzheimer's disease and other dementias
- Assess and identify education, support, and care needs
- Assist with referrals to community resources
- Provide education and information on support groups and community-based programs

“My mother had Alzheimer's and Chuck, her Tufts Medicare Preferred HMO plan Care Manager was by my side whenever I needed him. He was just a phone call away and listened to any concern that I had. It was like he was a part of our family.”

— Karen, Member Caregiver, Tufts Health Plan Medicare Preferred

Behavioral Health

Everyone experiences difficult emotions at some point in their lives. Symptoms of depression, anxiety, difficulty sleeping, and loss of appetite may occur as you get older, but are not a normal part of aging. When these symptoms impact your well-being, you may reach a point where you need help. With the right support, treatment, and self-help strategies, you can feel better and live a healthier life.

Tufts Health Plan Medicare Preferred provides a value-added care management service for members who are coping with behavioral health problems as a result of a new diagnosis, new symptoms, or a chronic behavioral health condition. A Behavioral Health social worker will work with you as your own personal advocate to:

- Assist in finding behavioral health providers
- Provide education on behavioral health conditions, medications, and symptoms
- Coordinate your treatment and care plan in collaboration with your medical providers to ensure your health goals are met
- Identify community and government programs that can help you.
- Identify other benefits and services that may be available to you.

We are committed to helping you maintain good mental health.

If you would like more information about these specialty services, please call Customer Relations at the number listed below.

To learn more about working with a Care Manager, call Customer Relations

800-701-9000 (TTY 711) Mon-Fri, 8:00 a.m.-8:00 p.m. (From Oct 1-Feb 14, representatives are available 7 days a week, 8:00 a.m.-8:00 p.m.) After hours and on holidays, please leave a message and a representative will return your call on the next business day.

Tufts Health Plan is an HMO plan with a Medicare contract. Enrollment in Tufts Health Plan depends on contract renewal.

Tufts Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 800-701-9000 (TTY: 711). ATENÇÃO: Se fala português, encontramos-se disponíveis serviços linguísticos, grátis. Ligue para 800-701-9000 (TTY: 711).