

Your Membership
Enrollment Materials



I HAVE A PLAN

to take care of my health.

TUFTS  Health Plan

No one does more to keep you healthy.

WHEN IT COMES TO CHOOSING A HEALTH PLAN, WHAT'S IMPORTANT TO YOU?

How about a health plan that's one of the highest-rated plans¹ in the nation?

Or one that offers a network of some of the best doctors and hospitals in the world?

What about a plan that will be there for you in an emergency anytime, anywhere?

Or one that gives you tools to help you take charge of your health care coverage and get value from it?

TUFTS HEALTH PLAN

a local plan with a national reputation for excellence

CAN GIVE YOU ALL THIS AND MORE .





No One Does More to Keep You Healthy

In the everyday rush of your busy life, you may have more immediate things to think about than your health care coverage.

But like many important things in your life, you count on your coverage to be there when you need it.

Tufts Health Plan has been a trusted health plan for more than 25 years, making a positive difference in the lives of our members.

We begin by offering quality health care coverage—a local network with outstanding doctors and hospitals, national coverage for when you need emergency or urgent care on the road, and 24-hour worldwide emergency coverage. We also help members and their doctors manage serious illnesses.

But we don't stop there. We think it's important to help you stay healthy in the first place.

That's why we offer an array of extras to help you get the most from your health care coverage and lead a healthy lifestyle—from online tools for managing benefits, to reliable health resources, to savings on healthy services, programs, and treatments.

Tufts Health Plan members can go about their busy lives. We're here, and we've got you covered.

Support for All Stages of Health

You want a health plan you can count on when you're healthy and when you need it most.

We work with members and their doctors to encourage good health and improve quality of life.

Our clinical programs help members stay healthy by focusing on regular screenings for early detection, immunizations, and other healthy behaviors.

Our wide selection of wellness programs—offered at a discount at many network facilities—covers a variety of health topics to help members learn to prevent illness and stay healthy.

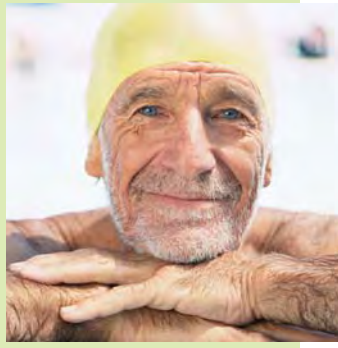
And our state-of-the-art health management programs support members when they need it most, working with you and your doctors to help you manage your condition and improve your quality of life.

■ ■ **We empower members with robust Web tools to help them manage their coverage and get the most value from it.**

Our clinical programs help you stay healthy and support you when you need it most.

We provide valuable member discounts. And our service always puts you first.

We're committed to helping you get and stay healthy.



TAKE ADVANTAGE OF A FITNESS

offering valuable discounts and

Get Value From Your Plan with Online Tools

Getting the most value from your health plan is key. So we give you the tools you need to manage your coverage and get value from it—quickly, easily, and whenever it's convenient for you.

When you register at www.tuftshealthplan.com and activate your personal account in our secure online Member Resource Center, you can access your up-to-date personal benefit information 24 hours a day, 7 days a week.

In your secure account, you can:

- View your specific benefits to see what's covered
- Confirm any needed referrals, authorizations, and preregistrations
- Check copayment and any coinsurance amounts
- View plan deductibles, if any, and track how much you have accumulated toward them
- Learn about your pharmacy coverage, if you are covered by the Tufts Health Plan pharmacy benefit
- Track prescription bills and expenses, and refill prescriptions you receive by mail
- Review the status of doctor and hospital bills we have received for your care
- Order an ID card, and much more

Health Information From Trusted Sources

When you need to make important health care decisions, you want information from sources you can trust.

At www.tuftshealthplan.com, we offer an array of health information and resources to help you:

- Compare hospitals and their performance treating health conditions
- Look up health topics, treatment options, medications, and tests
- Find self-care guides for major health conditions, the latest health news, quizzes to test your health knowledge, and links to many additional health resources
- Find network doctors, hospitals, and other providers
- Read quality and cost ratings for doctors and hospitals, and much more

**Always visit our Web site at
www.tuftshealthplan.com for
tools and information to help
you manage your health care
coverage and make informed
health care decisions.**

Member Discounts Offer More Selection, Greater Savings

No one does more to keep you healthy than Tufts Health Plan.

That's why we offer more savings on the widest selection of healthy products, services, and treatments—from fitness club memberships to acupuncture and massage therapy to wellness education.

So you save while you're taking care of your health.

That's a real win-win.

To learn more about savings on the programs listed here—and to see a complete list of programs—visit www.tuftshealthplan.com.

PROGRAM

a wide network of fitness centers

WITH THE MOST SAVINGS

Fitness

- Appalachian Mountain Club
- Curves®
- Fitness centers
- Fitness Together personal training
- GlobalFit nationwide fitness network

Fitness for Kids

- Boys & Girls Club
- CATZ Kids Fitness Program

Healthy Products and Services

- Bicycle safety helmets
- Eyewear discounts through EyeMed Vision Care
- Fitness books, accessories, and videos
- Health and wellness products through ChooseHealthy™
- Home Instead Senior Care
- LASIK and PRK laser vision correction through EyeMed Vision Care
- Natural therapy products
- New Balance in Burlington and Mashpee, Mass.

Mind and Body

- Acupuncture
- Massage therapy
- Wellness programs

Nutrition

- Dietary and nutrition supplements
- Nutrition counseling
- Tufts University Health & Nutrition Letter
- Weight Watchers®

For details, visit www.tuftshealthplan.com.





WE'RE HERE

and we've got you covered

TUFTS HEALTH PLAN

Special Programs for Your Special Delivery

When you're expecting, you can expect the best from Tufts Health Plan.

Members have access to a wide range of benefits and discounts that help keep moms and babies healthy.

In addition to covered benefits for prenatal care, delivery, and well newborn care, most members have access to many other pregnancy-related services and discounts, such as:

- Childbirth classes
- Nutrition counseling
- Lactation consultation
- Smoking cessation programs
- Programs for members who have special health care needs during pregnancy

Tufts Health Plan is the only health plan in Massachusetts that offers all moms and their new arrivals a free home visit from a registered nurse to help make sure both are doing well following delivery or adoption.

To learn more about our programs and services, read our Prenatal Care Guide at www.tuftshealthplan.com.

At Tufts Health Plan, we help members have healthy birthdays.

Service That Puts You First

When you have questions about your health care coverage, you can reach us day or night, anytime.

E-mail us 24 hours a day, 7 days a week. Just go to www.tuftshealthplan.com, and click on Contact Us. We will respond to your e-mail.

Or call a member specialist at 1-800-462-0224 anytime Monday through Thursday 8 a.m. to 7 p.m., and Friday until 5 p.m.

If you need a translator, we speak 140 languages. Just ask for assistance when you call, and we'll connect you to a translator who will be happy to help.

And if you use a TDD, just contact us by dialing 1-800-868-5850.

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about your health care
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