

# Member Guide

Find everything you need at [tuftshealthplan.com](https://tuftshealthplan.com)



Dear Member,

At Tufts Health Plan, a Point32Health company,  
**we are committed to providing access to high-quality health care coverage and services to help you and your family stay healthy.** Our health plans offer preventive care, behavioral health services, care management for chronic conditions, wellness programs, discounts and many other great perks.

We encourage you to use this member guide to:

- Register for your secure member account and download our free mobile app
- Learn more about your care options
- Explore our wellness programs, including discounts and reimbursement opportunities

You can also visit **tuftshealthplan.com** for more information, resources and access to your secure member account.

Your secure member account will offer details on your specific health plan coverage and costs.





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# Maximize Your Health Plan

## 3 easy steps



### 1. Access your secure online account

Once your membership becomes effective, be sure to set up your online member account at [tuftshealthplan.com/create](https://tuftshealthplan.com/create). Use your smartphone, tablet or computer to:

- Get your electronic member ID card
- Choose your primary care provider (PCP)
- View your health plan benefits, coverage and costs
- Review your claims, referrals and authorizations
- Find other providers near you and estimate costs



### 2. Find a doctor or hospital

Log in to your secure account to find a convenient location near you.

- Search for doctors or hospitals by name or location
- Find doctors accepting new patients
- View doctors by specialty, such as vision, behavioral health and more



### 3. Save time and money

Telehealth Virtual Health Care Services<sup>1</sup> provided by Teladoc®

- Connect with a U.S.-based, board-certified doctor anytime for everyday care, behavioral health support and dermatology services
- Set up your account at [tuftshealthplan.com/teladoc](https://tuftshealthplan.com/teladoc)

Wellness Discounts and Perks

- Take advantage of member discounts on vision, fitness, weight management, virtual yoga classes, meditation programs, and more
- Visit [tuftshealthplan.com/discounts-perks](https://tuftshealthplan.com/discounts-perks)

MyRewards Program

- Earn rewards for choosing cost-effective providers and facilities<sup>2</sup>
- Sign up at [tuftshealthplan.com/MyRewards](https://tuftshealthplan.com/MyRewards)



# Digital Tools for 24/7 Care



## Member Portal + Mobile App

Access all your health plan information

## Learn More

Visit [tuftshealthplan.com/DigitalTools](https://tuftshealthplan.com/DigitalTools) or ask your employer



## Telehealth Virtual Health Care provided by Teladoc®

Talk to doctors by web, phone or mobile app 24/7



## Treatment Cost Estimator and Provider Search

Shop for health care just like you do for anything else



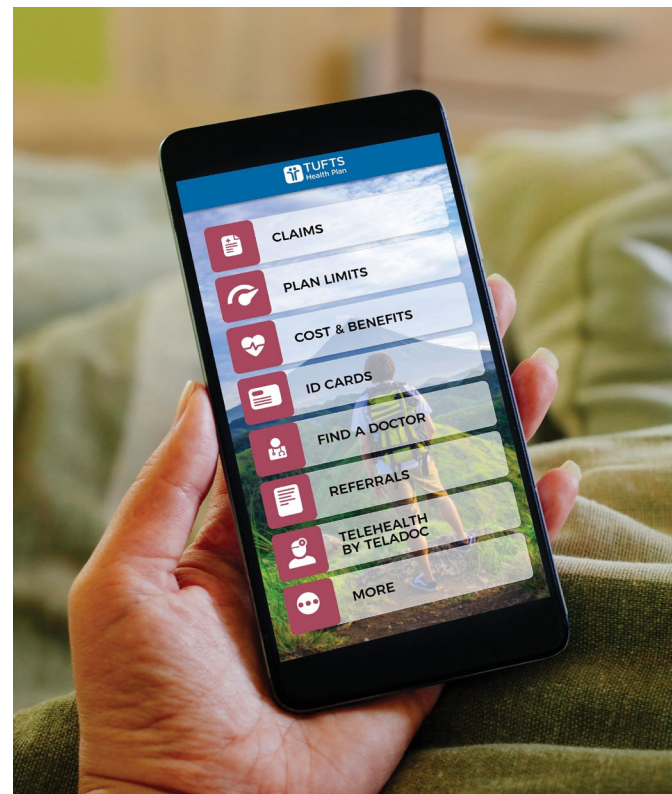
## MyRewards

Sign up for MyRewards when you shop for services like mammograms and MRIs, and earn up to \$100 per service<sup>3</sup>



## MyWire

Get secure text messages and important information





# Understand Your Pharmacy Benefits

## NEW: Pharmacy Benefit Manager

Starting January 1, 2023, OptumRx will become Tufts Health Plan's pharmacy benefit manager (PBM) for retail, specialty and mail order services. OptumRx offers access to 67,000 community pharmacies, including CVS, as well as a state-of-the-art mail order program. Tufts Health Plan members who have pharmacy coverage will receive a new ID card with the OptumRx logo before January 1, 2023.



## Log in or register for your secure online member account

Your member account provides you with personalized information to better manage your health care coverage and make smart decisions about your health.

Visit [tuftshealthplan.com](https://tuftshealthplan.com) to get started.



## Look up your prescriptions

We cover thousands of different medications, but if your current prescription isn't on our list talk to your doctor about switching to a covered medication.

Many medications we cover have a cost share (copayment, deductible or coinsurance) — the amount you'll be responsible for paying, depending on your plan. The medications covered under your plan are organized into different tiers. Typically, the lower the tier, the lower your cost. Refer to your prescription drug plan documents for specific cost share details and a description of the tiers.





### **Check if your prescription has special requirements**

If there is a "PA," "STPA," "QL" or "SP" after any of your prescriptions, talk to your provider. Refer to the "Key Terms" section of this Member Guide for full "special requirements" definitions.



### **Plan ahead if you take maintenance medication**

Maintenance medications are drugs taken regularly for ongoing conditions, such as high blood pressure or diabetes. If you're switching from another health insurance plan to Tufts Health Plan, make sure you have enough medication on hand to cover the transition period until your new coverage with Tufts Health Plan begins.

Check your medication expiration date, refill amount, and coverage under Tufts Health Plan. If your medication is not covered, talk to your doctor about switching to an alternate maintenance medication that is covered.



### **Save money with mail order service**

Mail order service provides the convenience of home delivery instead of going to a retail pharmacy. On some plans, your medication may be less expensive if you buy a 90-day supply through this service.

For more information, go to [tuftshealthplan.com/member-rx](https://tuftshealthplan.com/member-rx)

# Know Your Care Options

Health care isn't one-size-fits-all. From minor cuts to a sore throat or even a blood pressure check, knowing where to seek care for your situation can save you time and money. As a Tufts Health Plan member, you and your dependents have access to a variety of options:



## When to visit the Emergency Room

If you think you're having an emergency and your life is in danger, call 911 or go to the nearest emergency room. Common medical emergencies that should be treated in the emergency room include choking, heart attack or severe abdominal pain.



## When to see your Primary Care Provider (PCP)

For non-urgent needs such as preventive screenings, checkups, immunizations, or chronic conditions, your PCP knows your medical history and is best suited to coordinate your care. And, they may also offer virtual health care services for even greater convenience.



## When to visit an Urgent Care Center

You can stop by an urgent care center without an appointment for conditions that need immediate treatment but are not considered life-threatening. Examples include minor burns or cuts that may require stitches.



## When to go to a Retail Clinic

Retail clinics such as CVS MinuteClinic® and Walgreens Healthcare Clinic are a good option when you're experiencing mild symptoms such as an ear infection or skin conditions like poison ivy, and you want a health professional to check it out without an appointment.



## When to use Telehealth Virtual Care

Teladoc U.S.-based doctors are available 24/7 at no cost for most plans by phone or mobile app. You can request a virtual visit for non-emergency conditions such as upper respiratory infection or skin rash. You can also access confidential therapy and build an ongoing relationship with the provider of your choice.



## When to reach out to our Tufts Health Plan Care Team

Need assistance managing a chronic condition, understanding costs related to health insurance or coordinating access to quality care? Our Care Team of registered nurses, clinical social workers and certified health coaches will answer your questions, help you navigate the health care system, and support your health and wellness goals at no cost.



# Wellness Discounts and Perks

Tufts Health Plan wants to help you reach your wellness goals with discounts on nutrition, mind and body, fitness, and other services related to good health.<sup>4</sup>

## Start Living Well Today!

Log into [mytuftshhealthplan.com](https://mytuftshhealthplan.com). If you don't have an account, choose "Register here" to create one. Once logged in, select "Get Started" on the Health & Wellness tile.

- Take your Well-being Assessment
- Connect with a Health Coach
- Participate in monthly challenges and activities to build health habits
- Earn points towards rewards



## Fitness and Exercise

Get discounts at over 14,000 health and fitness facilities across the U.S. through the International Fitness Club Network. Tufts Health Plan members can even try before you join with a FREE one-week trial membership at any facility you like.<sup>5</sup> Members can learn more at [preventure.com/ifcn-tufts](https://preventure.com/ifcn-tufts) with password "Fit4You".

### Fitness Together

Fitness Together pairs you with a personal trainer in a private setting and a workout plan tailored to you.<sup>6</sup>

- New members pay no fitness evaluation fee
- New members get 10% off the purchase price of any personal training package
- Existing members get 10% off the purchase price of personal training packages of 36 sessions or greater. To get the discount, show your Tufts Health Plan Member ID card when joining any participating Fitness Together location

### Rather work out at home?

- Save 10-40% on a wide array of fitness products

### Rather race to get your workout?

- Save up to 15% off registrations to a variety of races

### Other discounts include:

- Save up to 25% off online workout subscriptions
- Save 10% off home swim lessons and life guard services
- Save up to 90% off magazine subscriptions

### Fitness membership reimbursement

Get money back on your fitness membership. Reimbursement details vary by plan — confirm your fitness rebate by viewing your health plan coverage in your secure member account at [mytuftshhealthplan.com](https://mytuftshhealthplan.com). Reimbursement amounts may vary for some plans; please ask your employer for more details.



## Health Eating and Weight Management

### The Dinner Daily

Save 25% on any Dinner Daily subscription, visit [thedinnerdaily.com/thp](http://thedinnerdaily.com/thp) and use code "THP25" to sign up. The Dinner Daily provides members with customized meal plans that fit members' dietary restrictions and a shopping list that maximizes savings with local grocery store specials.

### Jenny Craig®

Start today and get \$200 in food savings!<sup>17</sup>

With Jenny Craig, you can enjoy:

- NEW! Max Up, Jenny Craig's most effective, science-backed, holistic program ever
- A customized plan that includes delicious chef-crafted meals, revolutionary Recharge Bars, snacks, desserts and fun activity plans
- Personal one-on-one coaching, with flexible phone and in-person options to maximize your weight loss goals and build healthy habits

Visit [jennycraig.com/THP](http://jennycraig.com/THP) OR call (877) 536-6970 to schedule an appointment for a FREE consultation.



## Mind and Body

### Ompractice

Access Ompractice virtual yoga and meditation at a discounted rate. Using two-way video via laptop or phone, Ompractice allows members to participate in live yoga and meditation classes with instruction and direction from a teacher, bringing the support, personal interaction and accountability of a studio session wherever you are. Learn more at [ompractice.com/tuftshealthplan](http://ompractice.com/tuftshealthplan).

### Cambridge Health Alliance Center for Mindfulness and Compassion Discount

Save 15% on Mindfulness and Self-Compassion courses, which can reduce stress and improve your overall well-being. Visit [chacmc.org/courses](http://chacmc.org/courses) and use access code "THP15" when you register.

### Discounts on ChooseHealthy.com

Free shipping and up to 40% discount on wellness products at [ChooseHealthy.com](http://ChooseHealthy.com). For details on how to get this discount, call Customer Relations or visit [choosehealthy.com/public](http://choosehealthy.com/public).

### Massage therapy and acupuncture

Reconnect your body, mind and spirit with massage therapy or acupuncture. Massage therapy: save 25% off the provider's usual fee, or pay \$15 per 15 minutes of massage therapy, whichever is less. Acupuncture: save 25% off the provider's usual fee. For a list of providers near you, call ChooseHealthy customer service at (800) 335-2746.

### The Center for Mindfulness at UMass Memorial Health

Attend the 8-week, online Mindfulness-Based Stress Reduction (MBSR) or Mindfulness-Based Cognitive Therapy (MBCT) programs with the Center for Mindfulness at UMass Memorial Health and receive 15% off the cost of tuition. Participants have found an increased ability to relax, an enhanced ability to cope with chronic pain and stressful situations, and improved self-confidence. For more information send an email to [mindfulness@umassmemorial.org](mailto:mindfulness@umassmemorial.org), or visit [ummhealth.org/umass-memorial-medical-center/services-treatments/center-for-mindfulness/mindfulness-classes](http://ummhealth.org/umass-memorial-medical-center/services-treatments/center-for-mindfulness/mindfulness-classes).



## More Savings

### Eye glasses, contacts and corrective vision discounts

Save up to 35% on the price of frames, lenses and sunglasses when you see an EyeMed network provider. EyeMed Vision Care also offers a replacement contact lens program, and 5-15% off the cost of LASIK and PRK laser vision correction. Learn more at [tuftshealthplan.com/eyemed](https://tuftshealthplan.com/eyemed).

### Home Instead®

Get a one-time \$100 credit toward charges for non-medical support services at participating offices. Home Instead provides personalized services for seniors to help them live safely and comfortably wherever they call home. You can also receive a free home safety inspection once you have contracted for services.

For more information, please contact Home Instead at [homeinstead.com](https://homeinstead.com) or by phone at (888) 580-6676 (toll-free). To get the discount, just show your Tufts Health Plan Member ID card.

### Hearing Care Solutions

Hearing Care Solutions (HCS) provides you<sup>8</sup> with cost-effective hearing care services and products offered by today's leading manufacturers. The HCS program streamlines the hearing care process for members and their dependents by offering discounted prices, as low as \$500, on a wide array of digital hearing aids with varying levels of technology and features.<sup>9</sup>

Along with competitive pricing, you get access to services including:

- A complete hearing exam, hearing aid evaluation and fitting<sup>10</sup>
- The choice of over 5,000 locations nationwide for an appointment
- Access to HCS Doctor of Audiology and Product Specialists for questions and product support
- 9 brands and multiple levels of hearing aid technologies to choose from
- 3-year manufacturers' warranty on hearing aids, including loss, damage and repair<sup>11</sup>
- Battery supply that covers 3 years of use<sup>12</sup>

Get started by requesting an appointment and visiting one of the nationwide providers most convenient to you. Visit [hearingcaresolutions.com/tufts](https://hearingcaresolutions.com/tufts) to learn more.

# Stay Connected and Informed

While your secure member account provides detailed information on your specific health plan coverage and costs, we offer many other ways to connect you with the information you need to live healthier and save money.

## > **Member Newsletter**

Our digital member newsletter shares current health topics and benefit highlights including tips to manage your health, recipes, new programs and discounts on wellness services. Delivered to your email inbox and posted on our public website.

## > **Text Messages**

Our text messaging service is your personalized connection to your health plan. Get reminders and notifications about flu shots, as well as updates on exclusive member discounts and perks.

## > **Email Messages**

Receive valuable information about your benefits, discount options, new programs and other well-being opportunities.

## > **Website**

The member section of our website is a great place to learn about resources, wellness options, care management programs, and additional member benefits to keep you and your family healthy. Bookmark the site for easy access [tuftshealthplan.com/member](https://tuftshealthplan.com/member)

## > **Social Media**

Follow our social feeds to keep up with the latest news, tips and stories.



## **How to get started**

Check your secure member account to be sure we have your current email address and mobile telephone number, and we'll ensure you stay informed.



# Key Terms

## **Premium**

This is the monthly cost of your health insurance coverage.

## **Cost share**

Your out-of-pocket costs for services included within your health plan including copayments, deductibles, and coinsurance.

## **Copayments**

A fixed dollar amount that you pay for a covered medical service, prescription or medication.

## **Deductible**

The amount you owe or pay out-of-pocket during a coverage period (usually one year) for covered health care services before your plan begins to pay.

## **Coinsurance**

This is a fixed percentage of costs that you pay for covered services. For example, if you have a plan with coinsurance, you may have to pay 20% of a provider's bill for your care, while Tufts Health Plan pays 80%. Coinsurance is usually something you pay after you have paid an annual deductible.

## **Out-of-pocket maximum**

This is a limit on the total amount of cost sharing you have to pay annually for covered services. This generally includes copayments, coinsurance and deductibles. After you meet your out-of-pocket maximum, Tufts Health Plan will pay all additional covered health care costs.

## **In-network**

Generally, this describes coverage for care that POS and PPO members receive from participating providers in the Tufts Health Plan network. In-network coverage typically costs less than out-of-network coverage. In most cases, if you have a POS plan, you need to have a referral from your primary care provider (PCP) to another participating provider in order for in-network cost sharing to apply.

## **Out-of-network**

Out-of-network coverage applies only to POS and PPO plans. Tufts Health Plan will cover care that POS and PPO members receive from non-participating providers, but it usually costs more than in-network coverage. In addition, if you have a POS plan, you will — in most cases — have out-of-network coverage when you receive care for covered services from participating providers without your primary care provider's referral.

## **Tier**

Medical plans often place providers and hospitals in different categories, or tiers, with different cost sharing amounts. Typically, you'll save money when you see Tier 1 providers.

# Pharmacy Key Terms

## Prior Authorization (PA)

The need for your provider to tell us why it is medically necessary for you to receive a covered medication or service. We consult with your doctor(s) to provide you with better health outcomes, cost savings and assure your safety. Contact the doctor who recommended the medication or service. If the doctor believes the medication or service that requires PA is necessary for your treatment, they may submit a request for coverage to Tufts Health Plan. We'll cover the medication or service if it meets our medical necessity coverage guidelines.

## Step Therapy Authorization (STPA)

An authorization is an automated form of prior authorization that encourages clinically proven use of first-line therapies so that the most therapeutically appropriate and cost-effective drugs are used first, before other drugs may be covered. Some types of step therapy include requiring the use of generics before brand name drugs or preferred drugs before non-preferred brand name drugs. Check our step therapy drug list to find out which step your drug is on. If you haven't previously taken the steps we require, and your doctor believes the drug prescribed for you is necessary, your doctor may request authorization. You can check the list by visiting [tuftshealthplan.com/member-rx](https://tuftshealthplan.com/member-rx). Click on the "View Formularies" button in the "Look Up Your Medication" box, select the drug list (formulary) for your plan and click the link to "Step Therapy Prior Authorization."

## Quantity Limitation (QL)

The quantity limit for a medication that can be purchased at any one time. A common QL is a 30-day supply, which is the maximum number of units needed for 30 days based on the prescribed daily/weekly dose. You're covered for up to the quantity posted in our covered drug list. If your doctor believes you need to take more than that quantity, the doctor may submit a request for authorization.

## Designated Specialty Pharmacy (SP)

A pharmacy management program that requires members to purchase selected medications from specific sources. Once your membership is effective, log in to [mytuftshealthplan.com](https://mytuftshealthplan.com) and click on "My Coverage," then "Pharmacy." Call the designated specialty pharmacy provider indicated, or contact our Member Services department to help you receive your medication without interruption.

## Non-Covered (NC)

Medications that are not currently covered by us. If your provider feels you require this medication, your provider should contact us. They may submit a request for coverage to Tufts Health Plan. We will cover the medication if it meets our coverage guidelines. If the request is approved, you will be covered for your prescription.

## New-to-Market Drug Evaluation (NTM)

In an effort to ensure the new-to-market prescriptions that we cover are safe, effective and affordable, we delay coverage of many new drugs until a physician specialist reviews them. If your doctor feels you need a new medication, they can contact us to request coverage.

# Important Information About Your Plan

The following information refers to plans offered by Tufts Health Plan Health Care and its affiliates ("Tufts Health Plan").

## When you need care

If your doctor admits you to a hospital for a test, surgery or other procedure, including admission for surgical day care, hospital representatives are responsible for notifying Tufts Health Plan on your behalf. There are a few procedures that require Tufts Health Plan's authorization, and your doctor is aware of the procedures he/she must discuss with us before they take place.

To find out where our participating doctors admit patients, visit our online directory at [tuftshealthplan.com](https://tuftshealthplan.com). Or you can call one of the telephone numbers at the end of this document to have one of our representatives assist you.

Tufts Health Plan requires prior authorization (prospective review of medical necessity and clinical appropriateness) for selected medications, procedures, services and items. The prior authorization process is used to verify member eligibility and facilitate the appropriate utilization of these elective, non-urgent services. Visit [tuftshealthplan.com](https://tuftshealthplan.com) to see Prior Authorization for Care details.

When you're in the hospital, Tufts Health Plan's nurse care managers are available to work with your doctors and other providers to ensure that you receive the care you need. They may evaluate the quality and appropriateness of the services you receive, and when you no longer need hospital care, will work with your medical team to coordinate the services you need in an appropriate clinical setting (e.g., at home, or in a skilled nursing or rehabilitation facility).

In situations where Tufts Health Plan was not notified of services (e.g., when a member was unable to give insurance information to providers), a post-service review may be completed to evaluate proper use of services or to identify quality of care issues.

## Appeals

You may file a complaint about a coverage decision or appeal that decision with Tufts Health Plan. For details, see your Benefit Handbook.

To access your Benefit Handbook online, log into your personal account on [tuftshealthplan.com](https://tuftshealthplan.com), click on More Tasks from your Member Dashboard and select View My Plan Documents under Documents. For assistance, call Member Services at (800) 462-0224.

## Member confidentiality

Tufts Health Plan values individuals' privacy rights and is committed to safeguarding protected health information (PHI) and personal information (PI). To support this commitment, Tufts Health Plan has established a number of Privacy and Security policies, including those describing the administration of its privacy and security programs, requirements for staff training, and permitted uses and disclosures of PHI and PI. We may collect, use and disclose financial and medical information about you when doing business with you or with others. We do this in accordance with our privacy policies and applicable state and federal laws. Tufts Health Plan also requires its business partners who administer health care coverage to you on our behalf to protect your information in accordance with applicable state and federal laws.

Visit [tuftshealthplan.com](https://tuftshealthplan.com) or call us for a copy of Tufts Health Plan's Notice of Privacy Practices.

**Members:** (800) 462-0224

# Additional Benefit Details

- <sup>1</sup> In the case of an emergency, call 911 or visit the nearest emergency department. Telehealth virtual health care services (provided by Teladoc®) are available to commercial members that have this benefit (not including Tufts Health Direct); cost share may apply. If you're not sure whether your plan includes Telehealth by Teladoc please ask your employer. Your regular health care providers may also offer virtual health care services to you — please contact them directly for additional details. Cost share applies.
- <sup>2</sup> MyRewards is available to fully-insured members in Massachusetts and Rhode Island. Buy-up options are available for self-insured employers in Massachusetts and Rhode Island. MyRewards is not available with tiered products or CareLink. If you're not sure whether your plan includes MyRewards, ask your employer.
- <sup>3</sup> Up to \$500 per covered member per year. MyRewards is available to commercial fully-insured members (not including tiered products, CareLink and Tufts Health Direct) in Massachusetts and Rhode Island.
- <sup>4</sup> This information has been provided by the vendors and has not been independently confirmed by Tufts Health Plan. Check with your health care provider regarding any health or medical condition before beginning any new treatment, exercise, or nutrition regimen. Discounts are subject to change at any time.
- <sup>5</sup> Specialty clubs and studios, such as martial arts, yoga, spin and personal training centers may offer different "trial" offers. Please inquire with the owner or membership department at these centers to verify offer.
- <sup>6</sup> At participating facilities only. Discounts cannot be combined with any other promotion offered by the fitness location or trainer.
- <sup>7</sup> Savings redeemed as 8 consecutive weeks of \$25 US food credits with full planned menu purchase (avg. \$186 US/\$187 CAD) each week. Active program enrollment and eligibility status required. Valid only for new members. Valid at participating centers. Not valid at jennycraig.com. No cash value.
- <sup>8</sup> Programs described are for all Tufts Health Plan commercial members, excluding Tufts Health Direct.
- <sup>9</sup> HCS does not place any restrictions on members utilizing the discount program, however, health plan coverage for such products and services may vary by plan. Members not eligible for plan coverage may leverage favorable HCS discounts for hearing care services and products.
- <sup>10</sup> Hearing care services and products coverage varies by plan. If covered, copay or other cost share may apply and referrals may be required.
- <sup>11</sup> Hearing care services and products coverage varies by plan and may include frequency limitations. If covered, copay or other cost-share may apply.
- <sup>12</sup> Up to 64 cells per ear, per year. A supply of batteries is only available for non-rechargeable hearing aid models.



# Discrimination is Against the Law

**Tufts Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, or gender identity. Tufts Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, sexual orientation or gender identity.**

## **Tufts Health Plan:**

- Provides full and equal access to covered services under the federal *Americans with Disabilities Act of 1990* and Section 504 of the federal *Rehabilitation Act of 1973*. This includes free aids and services to people with disabilities to communicate effectively with us, such as:
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need any of the above services, have questions regarding any provider directory information, or would like to report an inaccuracy or network access issue, please contact Tufts Health Plan Member Services at (800) 462-0224. To report provider directory inaccuracies electronically, please visit <https://tuftshealthplan.com/find-a-doctor> and select your plan. Search or select the Provider whose information you believe needs updating and click “*Tell us if something needs to change.*”

Please note that if you have complaints regarding provider directory inaccuracies or provider network access issues, you also have the right at any time to contact the Commonwealth of Massachusetts Division of Insurance at (877) 563-4467, Option 2 or [www.mass.gov/doi](http://www.mass.gov/doi).

If you believe that Tufts Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

## **Tufts Health Plan, Attention:**

Civil Rights Coordinator Legal Dept.

1 Wellness Way Canton, MA 02021-1166

Phone: (888) 880-8699 ext. 48000, [TTY number — (800) 439-2370 or 711]

Fax: (617) 972-9048

Email: [OCRCoordinator@point32health.org](mailto:OCRCoordinator@point32health.org)

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Tufts Health Plan Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

## **U.S. Department of Health and Human Services:**

200 Independence Avenue, SW

Room 509F, HHH Building Washington, D.C. 20201

(800) 368-1019, (800) 537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

[tuftshealthplan.com](http://tuftshealthplan.com) | (800) 462-0224

# Language Assistance Services

For no cost translation in English, call the number on your ID card.

**Arabic** للحصول على خدمة الترجمة المجانية باللغة العربية، يرجى الاتصال على الرقم المدون على بطاقة الهوية الخاصة بك .

**Chinese** 若需免費的中文版本，請撥打ID卡上的電話號碼。

**French** Pour demander une traduction gratuite en français, composez le numéro indiqué sur votre carte d'identité.

**German** Um eine kostenlose deutsche Übersetzung zu erhalten, rufen Sie bitte die Telefonnummer auf Ihrer Ausweiskarte an.

**Greek** Για δωρεάν μετάφραση στα Ελληνικά, καλέστε τον αριθμό που αναγράφεται στην αναγνωριστική κάρτα σας.

**Haitian Creole** Pou jwenn tradiksyon gratis nan lang kreyòl ayisyen, rele nimewo ki sou kat ID ou a.

**Italian** Per richiedere la traduzione in italiano senza costi aggiuntivi, chiamare il numero indicato sulla carta di identità.

**Japanese** 日本語の無料翻訳についてはIDカードに書いてある番号に電話してください。

**Khmer (Cambodian)** សម្រាប់សេវាបកប្រែដោយឥតគិតថ្លៃជា ភាសាខ្មែរ សូមទូរស័ព្ទទៅកាន់លេខដែលមាននៅលើកាតសម្គាល់សមាជិករបស់អ្នក។

**Korean** 한국어로 무료 통번역을 원하시면, ID 카드에 있는 번호로 연락하십시오.

**Laotian** ສໍາລັບການແປພາສາເປັນພາສາລາວທີ່ບໍ່ໄດ້ເສຍຄ່າໃຊ້ຈ່າຍ, ໃຫ້ໂທຫາເບີທີ່ຢູ່ເທິງບັດປະຈຳຕົວຂອງທ່ານ.

**Navajo** Doo bááh ilíní da Diné k'chjí álnéehgo, hodiilnih béesh bee hani'ée bee née ho'díilzingo nantinígíí bikáá'.

**Persian** بزنید زنگ تان شناسائی کارت در مندرج تلفن شماره به فارسی رایگان ترجمه برای.

**Polish** Aby uzyskać bezpłatne tłumaczenie w języku polskim, należy zadzwonić na numer znajdujący się na Pana/i dowodzie tożsamości.

**Portuguese** Para tradução grátis para o português, ligue para o número no seu cartão de identificação.

**Russian** Для получения услуг бесплатного перевода на русский язык позвоните по номеру, указанному на идентификационной карточке.

**Spanish** Para servicios de traducción gratuitos en español, llame al número que aparece en su tarjeta de miembro.

**Tagalog** Para sa walang bayad na pagsasalin sa Tagalog, tawagan ang numero na nasa inyong ID card.

**Vietnamese** Để có bản dịch tiếng Việt không phải trả phí, gọi theo số trên thẻ căn cước của bạn.

# Contact us

## Member Services

Call us: (800) 462-0224 (TTY: 711)

Monday - Thursday 8:00am to 7:00pm

Friday 8:00am to 5:00pm

Tufts Health Plan Health Care includes Tufts Health Plan Health Care, Tufts Health Plan Health Care of New England and HPHC Insurance Company.



## Interpreter Services Available:

With the help of Language Line Solutions, we speak more than 250 languages.

Tufts Health Plan Health Care complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Por servicio de traducción gratuito en español, llame al número de su tarjeta de miembro.

若需免費的中文版本, 請撥打ID卡上的電話號碼。