

Select Network Hospitals

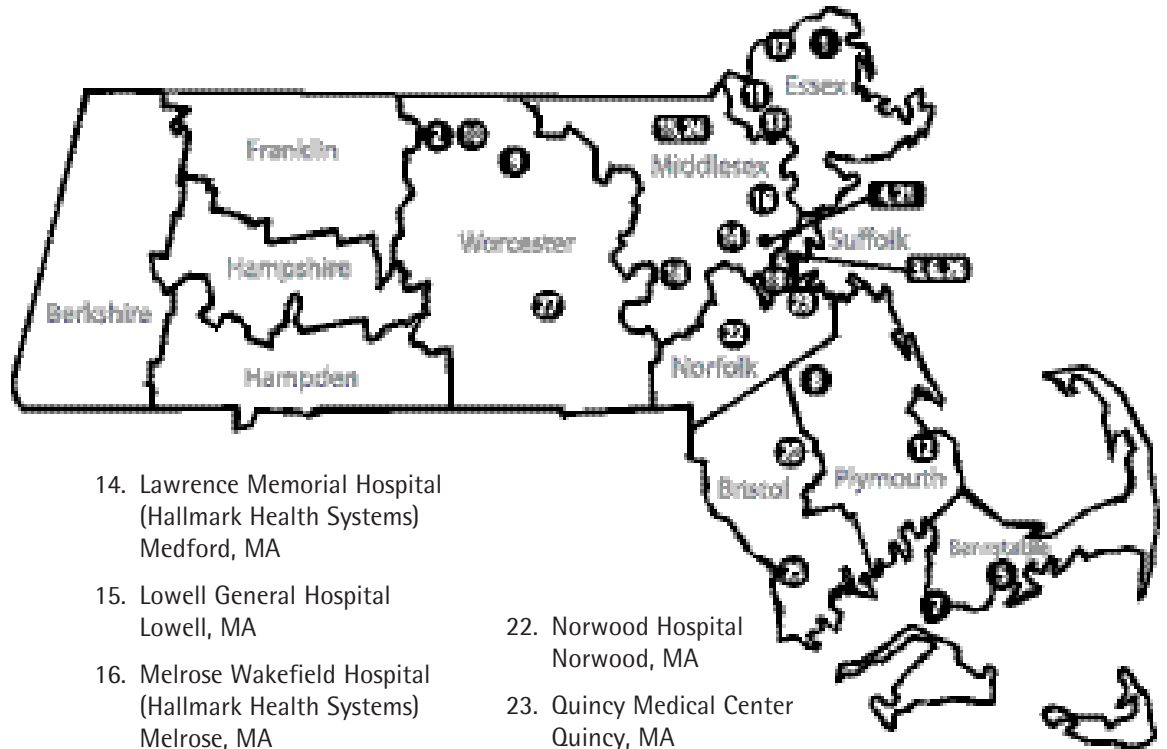
The Tufts Health Plan HMO Select Network Option offers a limited network of providers. It is available for members living in Barnstable, Bristol, Essex, Middlesex, Norfolk, Plymouth, Suffolk, and Worcester counties.

For all HMO Select plans, members must select a primary care physician from the Select Network of providers and will be referred to a Select Network hospital for medical care. In the event of an emergency, members should seek help at the nearest hospital and notify Tufts Health Plan Member Services at 800-462-0224 as soon as possible.

To see the most recent hospital listing, visit tuftshealthplan.com.

Limited Network: Select Network plans provide access to a network that is smaller than Tufts Health Plan's standard network. In these plans, members have access to network benefits only from the providers in the Select Network. Please consult the Select Network provider directory by visiting the provider search tool at tuftshealthplan.com and click on Find a Doctor to determine the providers in the Select Limited Provider Network. If you need a paper copy of the provider directory, please contact member services.

1. Anna Jaques Hospital
Newburyport, MA
2. Athol Memorial Hospital
Athol, MA
3. Boston Medical Center
Boston, MA
4. Cambridge Hospital
Cambridge, MA
5. Cape Cod Hospital
Hyannis, MA
6. Carney Hospital
Dorchester, MA
7. Falmouth Hospital
Falmouth, MA
8. Good Samaritan
Medical Center
Brockton, MA
9. HealthAlliance Hospitals
Leominster, MA
10. Henry Heywood Hospital
Gardner, MA
11. Holy Family Hospital
Methuen, MA
12. Jordan Hospital
Plymouth, MA
13. Lawrence General Hospital
Lawrence, MA



14. Lawrence Memorial Hospital
(Hallmark Health Systems)
Medford, MA
15. Lowell General Hospital
Lowell, MA
16. Melrose Wakefield Hospital
(Hallmark Health Systems)
Melrose, MA
17. Merrimac Valley Hospital
Haverhill, MA
18. Metrowest Medical Center
Framingham, MA
19. Milton Hospital
Milton, MA
20. Morton Hospital
and Medical Center
Taunton, MA
21. Mount Auburn Hospital
Cambridge, MA
22. Norwood Hospital
Norwood, MA
23. Quincy Medical Center
Quincy, MA
24. Saints Memorial
Medical Center
Lowell, MA
25. St. Anne's Hospital
Fall River, MA
26. St. Elizabeth's
Medical Center
Brighton, MA
27. St. Vincent Hospital
Worcester, MA

Utilization Management for Quality Care

Utilization Management

Utilization management (UM) supports our goal that members receive quality care and that the care is delivered in an appropriate treatment setting. Utilization management is sometimes referred to as utilization review.

Tufts Health Plan sometimes uses prospective, concurrent, and retrospective reviews of health care services. Prospective review is used to determine whether proposed treatment is a medical necessity before treatment begins. Concurrent review monitors the course of treatment as it occurs and determines when the treatment is no longer medically necessary. Retrospective review evaluates the medical necessity of care provided to members after care has been provided.

Your Tufts Health Plan primary care physician or other network provider typically is responsible for obtaining authorization and coordinating utilization management decisions. Network physicians, providers, and hospitals understand UM requirements that apply to services being received.

Please refer to your benefit document for details about our UM process. You can call a Member Services Specialist to determine the status or outcome of pending utilization review decisions. Tufts Health Plan

uses criteria for determining coverage for medically necessary services and to conduct utilization review activities. The criteria are developed with input from practicing physicians in our service area and in accordance with standards adopted by national accreditation organizations. They are updated annually or more often, as new treatments, applications, and technologies are adopted as generally accepted professional practices.

Specialty Case Management

Some members with a severe illness or injury may be eligible for case management intervention under Tufts Health Plan's specialty case management program. The goal of specialty case management is to improve access to quality health care options and encourage the use of the most appropriate and cost-effective treatment.

If a member is identified as a possible candidate for specialty case management services, a Tufts Health Plan case manager will contact the member to gather information on the member's health care needs and, when appropriate, invite the member to participate in Tufts Health Plan's specialty case management program. The case manager will work with the member and provider, when appropriate, to develop an individualized plan of care that seeks to identify and address potential barriers to care.

Register at tuftshealthplan.com and start using your secure online account to manage your health and well-being.