

EMPLOYER WEB TOOLS

When you offer Tufts Health Plan to your employees, you're giving them access to the best health care coverage available in the marketplace. Your employees are one of your greatest assets—and they deserve excellent health care coverage. **Your time is valuable. Web tools make administration easy.**



ONLINE TECHNOLOGY SOLUTIONS FOR EMPLOYERS

The Enrollment Process Is Easy, Fast, and Accurate

With our Web Enrollment tool, you can perform plan administration online.

- Enroll new members and dependents
- Review, verify, and approve employees' enrollment transactions
- Add/delete dependents during qualifying events



ONLINE TECHNOLOGY SOLUTIONS FOR EMPLOYERS

Our technology also offers you Electronic Data Interchange (EDI)—you can send member enrollment information directly to us from your human resources system. This means more control over the enrollment process and faster, more accurate data.

Let Online Billing Simplify Your Reconciliation and Payments

You can review and update your billing information, with the added convenience of paying online.

- Preview your invoice 10 days prior to your billing cutoff date
- Make online adjustments to enrollment data such as adding members, terminating members, and changing demographic information prior to payment
- Make payments from your checking or savings account
- Receive e-mail notifications of payment transactions
- View all of your Web payment activity

Web Reporting Can Help You Manage Your Plan Offerings

With our Web reporting tool, we can automate and schedule the production of a Standard Cost and Utilization Report set and deliver it to you via the secure employer Web site. The reports, which are geared toward organizations with greater than 100 subscribers, compare client-specific cost and utilization data to plan-wide benchmarks and are designed to help you evaluate and manage your plan offerings.

Web Roster Lets You See Enrollment Rosters Online

With Web roster you can also:

- View, sort, and download enrolled employees by plan type, subscriber, or group
- Download tens of thousands of members within minutes with the click of a mouse
- View the date when a subscriber became effective in a group

To learn more about our Online Technology Solutions, contact our Employer Web Site Support Line at **(866) 300-1712**.



With our online technology solutions, we provide information and cutting-edge technology to continually improve the quality of our health care coverage, customer service, and operating efficiency.



EVERYTHING YOU NEED IS AVAILABLE AT OUR WEB SITE

At tuftshealthplan.com, you can access:

- Newsletters, brochures, and benefit-specific documents
- Forms and administrative manuals
- Information on Working Well and personal health assessment (PHA) programs
- Specifics about plans and benefits
- Sales kits, sellsheets, and other information tools
- Details on pharmacy coverage
- Provider and fitness center searches
- Current company news



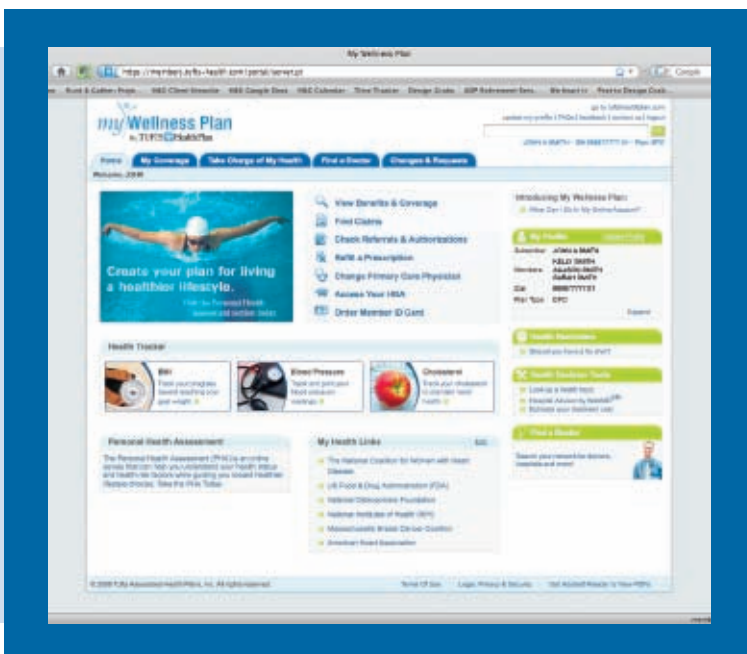
ENGAGE YOUR EMPLOYEES IN THEIR HEALTH CARE COVERAGE

At tuftshealthplan.com, Members have access to state-of-the-art Web Tools

When members register at the Secure Online Member Resource Center, they can

access personal benefit information at the click of a mouse.

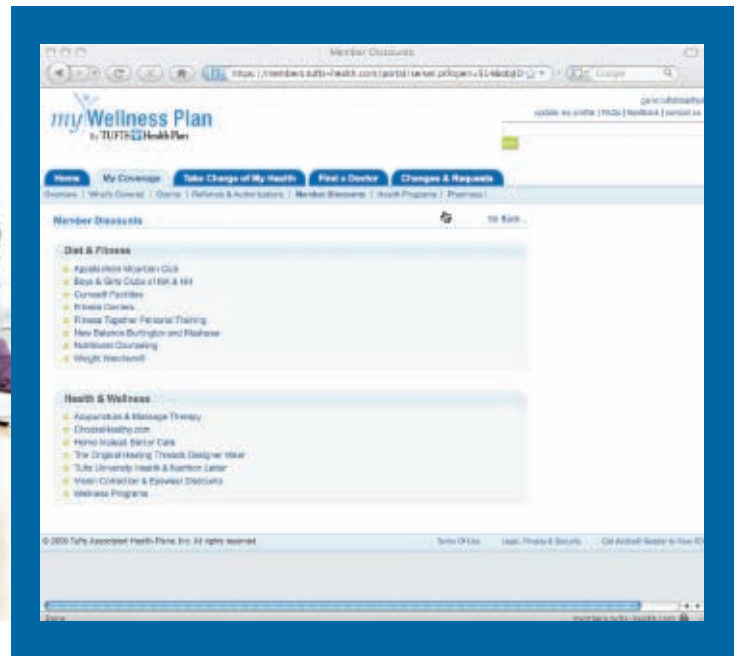
- View claims for services
- Review benefit details and limitations
- View applicable plan deductibles and accumulations to date
- Review copayment and coinsurance information for health care visits and other services
- Confirm applicable out-of-pocket maximum responsibilities
- View and confirm referrals and remaining visits available
- View in- and out-of-network benefits, where applicable
- Check pharmacy benefits, review prescription drug claims, and order refills for mail-order prescriptions online—for plans with prescription coverage through Tufts Health Plan



TOOLS AND DISCOUNTS TO PROMOTE HEALTHY LIFESTYLES

At tuftshealthplan.com, all members can:

- Contact the Member Services Department with questions.
- Visit the Member Discounts page to learn about opportunities to save on acupuncture, massage therapy, Weight Watchers®, nutritional counseling, Fitness Together Personal Training, and much more.
- Use the Select Quality Care® tool to objectively evaluate and compare hospitals on treatment outcomes for specific conditions like cancer procedures, heart care, and more.
- Find the right provider in our network of 20,000 providers using the Doctor Search function. Members can search by location, proximity to home or office, medical school education, gender, age, hospital affiliation, and other criteria.
- Search the Healthwise® Knowledgebase for information on conditions and symptoms.
- Visit the Caremark Health Information Center for educational resources, self-care guides, search tools, and more.
- Review hospital quality and patient safety reports from the Leapfrog Group for informed decision making.



TUFTS  Health Plan

No one does more to keep you healthy.

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