

## TUFTS HEALTH PLAN HMO PLAN

For 25 years, Tufts Health Plan HMO has given clients a dependable, easily administered managed care plan. The HMO plan requires no claims forms or paperwork. Our extensive network of approximately 22,000 providers and 85 hospitals throughout Massachusetts, Rhode Island, and southern New Hampshire gives your employees a wide range of primary care physicians to choose from.

Benefits of the HMO plan include:

- Emergency room coverage 24 hours a day, seven days a week, anywhere in the world.
- Comprehensive disease management and wellness programs at no extra charge.
- 100% coverage for diagnostic services.
- Discounts on fitness club memberships, Weight Watchers®, acupuncture, massage, and more.

### How the Plan Works

The first step is choosing a primary care physician (PCP) from our provider network. All Tufts Health Plan HMO members must choose a PCP, who provides or authorizes all of the member's care. To receive coverage, a member simply presents his or her ID card at each office visit. A copayment is all that is required—claim forms are not needed.

When a member needs specialized care, the PCP will refer him or her to a specialist within our network. Members must receive a PCP referral to receive coverage for specialized care.

***A local health  
plan with a national  
reputation for  
excellence.***



*Continued on reverse*

100% coverage, no copayment required	Copayment required, then 100% coverage
<ul style="list-style-type: none"> <li>■ Laboratory tests, including Pap smears</li> <li>■ Immunizations</li> <li>■ X-ray therapy</li> </ul>	<ul style="list-style-type: none"> <li>■ Doctor's office visits</li> <li>■ Routine physical exams</li> <li>■ Well child care</li> <li>■ Specialist care, consultations</li> <li>■ OB/GYN visits</li> <li>■ Prenatal and postnatal care</li> <li>■ Speech therapy and short-term physical, occupational therapy</li> <li>■ Annual routine eye exams</li> <li>■ Allergy shots</li> <li>■ Outpatient mental health and substance abuse care</li> <li>■ Emergency care</li> <li>■ Inpatient hospital care and surgery</li> <li>■ Inpatient mental health and substance abuse care</li> </ul>

### Pharmacy Coverage

Pharmacy coverage is optional with the HMO plan. If you choose to offer pharmacy coverage, members will pay a copayment for each prescription, according to our three-tier pharmacy copayment program:

- Tier 1: This is the lowest copayment and includes most generic drugs
- Tier 2: This is the middle copayment and primarily includes brand-name drugs selected for Tier 2
- Tier 3: This is the highest copayment and includes covered drugs not selected for Tier 2

### Superior Customer Service

We've streamlined and centralized our customer service operations to better serve your employees. One phone call is all it takes to reach our Member Services coordinators, who are available to answer members' questions about the plan. We also offer language translation services and TTY capabilities as needed.

**U.S. News and World Report and the National Committee for Quality Assurance (NCQA) State of Health Care Report recently named Tufts Health Plan the number two health plan in the nation.**

For more information, contact the sales offices at:

1-800-208-8013 (Watertown Office)  
1-800-208-9545 (Worcester Office)  
1-800-337-4447 (Springfield Office)  
1-800-455-2012 (Providence Office)

[www.tuftshealthplan.com](http://www.tuftshealthplan.com)