

QUALITY NETWORK

Maintaining the quality of our provider network is a priority. That is why we follow a comprehensive credentialing process and perform periodic quality reviews of contracting providers and hospitals in our network. We also work with physicians' offices to help improve the quality of care our members receive through the use of our primary care physician (PCP)-specific member satisfaction survey and ongoing educational opportunities.

Regional Provider Network

Our regional service area covers Massachusetts, Rhode Island, and southern New Hampshire, and includes the following:

- Approximately 22,000 providers, including specialists and PCPs
- Approximately 85 hospitals, including Boston's world-renowned teaching hospitals
- Worldwide emergency coverage

National Provider Network

We also offer nationwide in-network level coverage through our PPO product for your employees living outside our service area, through an agreement with Private Health Care Systems (PHCS), the largest

proprietary PPO in the country. The seamless integration of our networks gives your employees who live outside the Tufts Health Plan service area access to the following:

- Nearly 450,000 providers
- More than 4,000 hospitals and other facilities across the country
- Individually credentialed providers in 47 states
- A network with NCQA and URAC accreditation

CareLink

For our customers with operations in multiple states, we offer CareLink, a national, open access health plan program offered jointly by Tufts Health Plan and CIGNA Healthcare. The network is extensive and includes:

- A national network of 420,000 providers
- More than 4,200 hospitals
- A centrally located office for claims and customer support

CareLink gives multi-state employers the advantage of working seamlessly with two industry leaders committed to helping you achieve your health care goals.

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)

www.tuftshealthplan.com