

Your Membership  
Enrollment Materials



**I HAVE A PLAN**  
*to take care of my health.*

TUFTS  Health Plan  
*No one does more to keep you healthy.*

## WHEN IT COMES TO CHOOSING A HEALTH PLAN, WHAT'S IMPORTANT TO YOU?

How about a health plan with a national reputation for excellence?

Or one that offers you a network of some of the best doctors and hospitals in the world?

What about a plan that will be there for you in an emergency?

Or one that gives you tools to help you take charge of your health care coverage and get value from it?

## TUFTS HEALTH PLAN

*a local plan with a national reputation for excellence*

**CAN GIVE YOU ALL THIS AND MORE .**





## No One Does More to Keep You Healthy

In the everyday rush of your busy life, you may have more immediate things to think about than your health care coverage.

But like many important things in your life, you count on your coverage to be there when you need it.

Tufts Health Plan has been a trusted health plan for more than 25 years, making a positive difference in the lives of our members.

We begin by offering quality health care coverage, including a network of outstanding doctors and hospitals, national coverage for when you need emergency or urgent care on the road, and 24-hour worldwide emergency coverage.

We also help members and their doctors manage serious illnesses. But we don't stop there. We think it's important to help you stay healthy in the first place.

That's why we offer an array of extras to help you get the most from your health care coverage and lead a healthy lifestyle—from online tools for managing benefits, to reliable health information resources, to savings on products and services such as gyms and weight-loss programs that will help you stay healthy.

Tufts Health Plan members can go about their busy lives. We're here, and we've got you covered.

## Support for All Stages of Health

You want a health plan you can count on when you're healthy and when you need it most. We work with members and their doctors to encourage good health and improve quality of life.

We help members stay healthy by encouraging regular screenings for early detection, immunizations, and other healthy behaviors.

Our wide selection of wellness programs—offered at a discount at many network facilities—cover a variety of health topics to help members learn to prevent illness and stay healthy.

And our state-of-the-art health management programs support members when they need it most, working with you and your doctor to help you manage your condition and improve your quality of life.

■ ■ **We empower members with robust Web tools to help you manage your coverage and get the most value from it.**

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**Our clinical programs help you stay healthy and support you when you need it most.**

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**We provide valuable member discounts, and our service always puts you first.**

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**We're committed to helping you get and stay healthy.**



## TAKE ADVANTAGE OF A FITNESS

*offering valuable discounts and*

### Get Value From Your Plan with Online Tools

Getting the most value from your health plan is key. So we give you tools you need to manage your coverage and get value from it—quickly, easily, and whenever it's convenient for you.

When you register at [tuftshealthplan.com](http://tuftshealthplan.com), you gain immediate access to your secure online account, called My Wellness Plan. In your secure account, you can access your personal benefit information 24 hours a day, 7 days a week.

In your secure online account, you can:

- View your benefits to see what's covered
- Confirm any needed referrals, authorizations, and preregistrations
- Check copayment and any coinsurance amounts
- View plan deductibles, if any, and track how much you have accumulated toward them
- Learn about your pharmacy coverage, if you are covered by the Tufts Health Plan pharmacy benefit
- Track prescription bills and expenses, and refill prescriptions you receive by mail
- Review the status of doctor and hospital bills we have received for your care
- Order an ID card, and much more

### Health Information From Trusted Sources

When you need to make important health care decisions, you want information from sources you can trust.

In your secure online account at [tuftshealthplan.com](http://tuftshealthplan.com), we offer an array of health information and resources to help you:

- Compare hospitals and their performance in treating health conditions
- Look up health topics, treatment options, medications, and tests
- Find self-care guides for major health conditions, the latest health news, quizzes to test your health knowledge, and links to many additional health resources
- Find participating doctors, hospitals, and other providers
- Review quality and cost ratings for doctors and hospitals, and much more

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**Always visit [tuftshealthplan.com](http://tuftshealthplan.com)  
for tools and information to  
help you manage your health  
care coverage and make smart  
health care decisions.**

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## Member Discounts Offer More Selection, Greater Savings

No one does more to keep you healthy than Tufts Health Plan.

That's why we offer more savings on a wide selection of health products, services, and treatments—from fitness club memberships, to acupuncture and massage therapy, to wellness education.

So you save while you're taking care of your health.

That's a real win-win.

To learn more about savings on the programs listed here—and to see a complete list of programs—visit [tuftshealthplan.com](http://tuftshealthplan.com).

# PROGRAM

*a wide network of fitness centers*

## WITH THE MOST SAVINGS

### Fitness

- Appalachian Mountain Club
- Curves®
- Fitness centers
- Fitness Together personal training
- GlobalFit nationwide fitness network

### Fitness for Kids

- Boys & Girls clubs

### Health Products and Services

- Eyewear discounts through EyeMed Vision Care
- Fitness books, accessories, and videos
- Health and wellness products through ChooseHealthy™
- Home Instead Senior Care
- LASIK and PRK laser vision correction through EyeMed Vision Care
- Natural therapy products
- New Balance in Burlington and Mashpee, Mass.

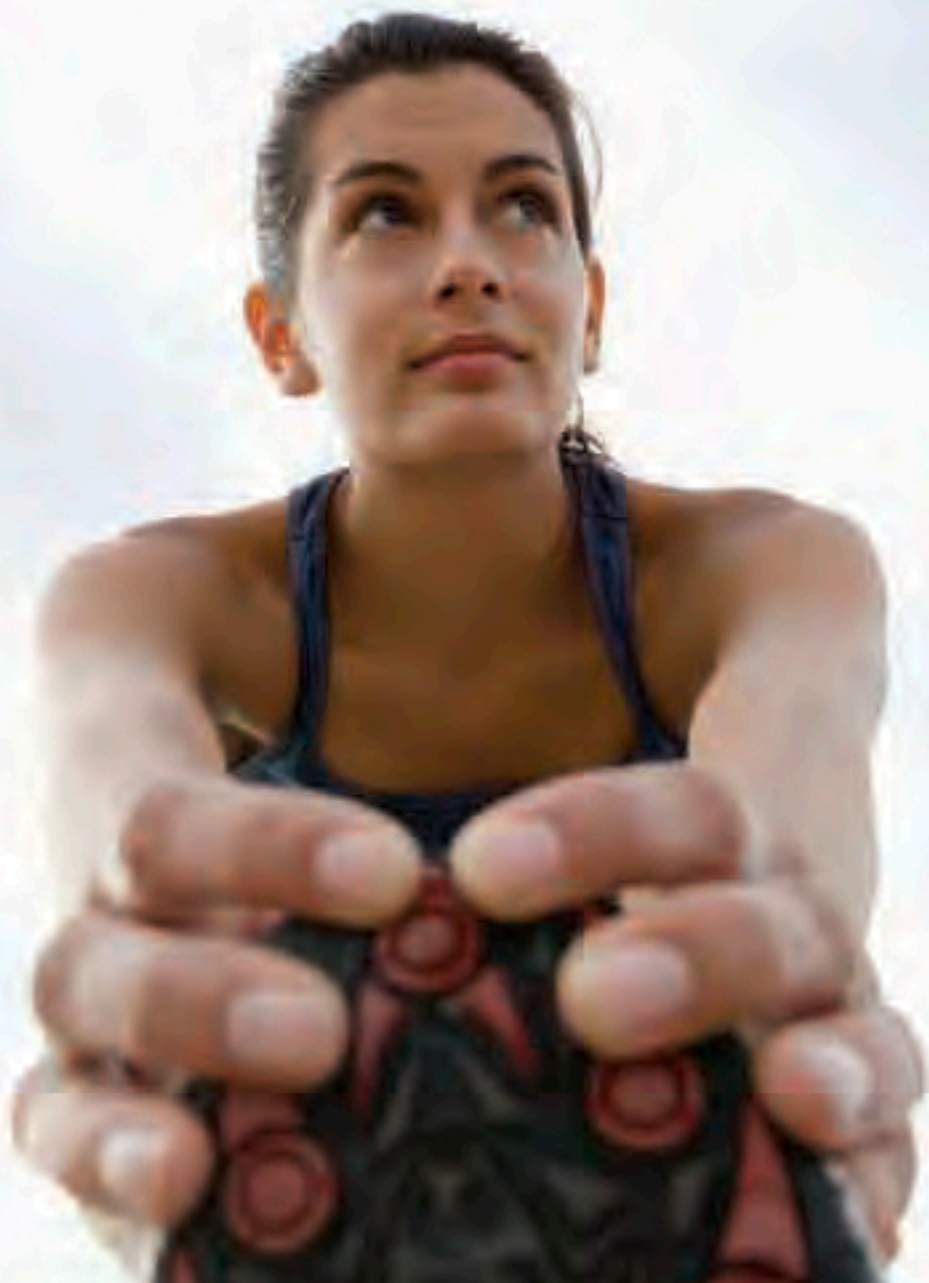
### Mind and Body

- Acupuncture
- Massage therapy
- Wellness programs

### Nutrition

- Dietary and nutrition supplements
- Nutrition counseling
- Tufts University Health & Nutrition Letter
- Weight Watchers®

For details, visit [tuftshealthplan.com](http://tuftshealthplan.com).





**WE'RE HERE**

*and we've got you covered*

## TUFTS HEALTH PLAN

### Special Programs for Your Special Delivery

When you're expecting, you can expect the best from Tufts Health Plan.

Members have access to a wide range of benefits and discounts that help keep moms and babies healthy.

In addition to covered benefits for prenatal care, delivery, and well newborn care, most members can take advantage of many other pregnancy-related services and discounts, such as:

- Childbirth classes
- Nutrition counseling
- Lactation consultation
- Smoking cessation programs
- Programs for members who have special health care needs during pregnancy

Tufts Health Plan is the only local health plan that offers all moms and their new arrivals a free home visit from a registered nurse to help make sure both are doing well following delivery or adoption.

To learn more about our programs and services, read our Prenatal Care Guide at [tuftshealthplan.com](http://tuftshealthplan.com).

At Tufts Health Plan, we help members have healthy birthdays.

### Service That Puts You First

When you have questions about your health care coverage, you can contact us day or night.

E-mail us 24 hours a day, 7 days a week. Just go to [tuftshealthplan.com](http://tuftshealthplan.com), and click on Contact Us. We will respond to your e-mail.

Or call a member specialist at 1-800-462-0224 anytime Monday through Thursday 8 a.m. to 7 p.m., and Friday 10 a.m. to 5 p.m.

If you need a translator, we speak 140 languages. Just ask for assistance when you call, and we'll connect you to a translator who will be happy to help.

And if you use a TDD, contact us by dialing 1-800-868-5850.

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about your health care  
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# TUFTS HEALTH PLAN

*a local plan with a national reputation for excellence*

## COVERAGE YOU'VE BEEN LOOKING FOR

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**Choose a plan that provides quality coverage and will be there when you need it most.**

**Choose Tufts Health Plan.**

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### **Trusted for More Than 25 Years**

When it comes to choosing a health plan, you want a plan that provides quality health care coverage and one that will be there when you need it most.

Tufts Health Plan, a local plan with a national reputation for excellence, has been a trusted health plan for more than 25 years, making a real difference in the lives of our members.

We offer an array of coverage options to meet our members' needs and the needs of those they care about.

### **Quality Doctors and Hospitals**

Tufts Health Plan offers a network of some of the best doctors and leading hospitals in the world. More than 22,000 doctors participate in our standard network in Massachusetts and Rhode Island, as well as in our extended service areas in Connecticut, New Hampshire, New York, and Vermont.

It's likely the doctor you're already seeing is a Tufts Health Plan-participating physician.

We also provide a network of more than 85 hospitals, from community hospitals right in your own town to world-renowned teaching hospitals.

### **Peace of Mind Near and Far**

And as a Tufts Health Plan member, you'll also have the comfort of knowing that no matter where you are—at home or traveling anywhere in the world—your Tufts Health Plan 24-hour emergency coverage goes with you.

**705 Mount Auburn Street**

**Watertown, MA 02472**

**Member Services 1-800-462-0224**

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

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