

# What makes my Tufts Medicare Preferred HMO plan different?



## 5 stars for quality and service!

- Our HMO plans received 5 star ratings<sup>1</sup> for:
  - Overall Rating Of Health Care Quality
  - Overall Rating Of Plan
  - Customer Service

## Customer service you can trust!

- 87% of members surveyed are extremely or very satisfied with our Customer Relations department<sup>2</sup>.
- 88% of questions were solved in one call<sup>2</sup>.

## Your opinion matters!

### • Improved Wellness Guide

We improved this year's Wellness Guide based on your comments. Look for it in your mailbox soon!

### • New Member Section on website

Based on survey results, we created a new member section to help you get more out of your plan.

### • New benefits added

Nutritional counseling was added to our fitness benefit based on your feedback.

(continued >)

**For More Information**  
[tuftsmedicarepreferred.org](http://tuftsmedicarepreferred.org)



- **Visit The Website**

Go to [tuftsmedicarepreferred.org](http://tuftsmedicarepreferred.org) and click on the "Members" tab.

- **Call Customer Relations**

1-800-701-9000 (TTY 1-800-208-9562)

Monday – Friday, 8:00 a.m. – 8:00 p.m. (From October 15 – February 14, representatives are available 7 days a week, 8:00 a.m. – 8:00 p.m.) After hours and on holidays, please leave a message and a representative will return your call on the next business day.

A healthy lifestyle starts with helpful information. Please let us know if you have any questions.

## TUFTS Health Plan Medicare Preferred

Tufts Health Plan Medicare Preferred is a Medicare Advantage organization with a Medicare contract.

<sup>1</sup>Our overall plan rating for 2012 is 4.5 out of 5 stars. The categories listed are part of the Overall Plan Rating score. Results are from the 2011 Medicare Satisfaction Survey (MA PD CAHPS). For more information, go to the Medicare Plan Finder tool on [Medicare.gov](http://Medicare.gov).

<sup>2</sup>Tufts Health Plan Medicare Preferred Customer Relations Member Satisfaction Survey results, Q4, 2011, conducted by RKM Research (not affiliated with Tufts Health Plan Medicare Preferred.)