TUFTS Health Plan

Extra care at no cost for individuals 21–64 with MassHealth and Medicare

2027 Plan Overview

Tufts Health One Care (D-SNP)



Welcome.

Thank you for your interest in Tufts Health One Care (D-SNP).

Whether you are looking to learn more about our plan for yourself or for a loved one, this guide will provide you with all of the information you'll need to get started.

Speak with a representative today.



1-866-450-8539 (TTY: 711)

8 a.m.–8 p.m., 7 days a week (Mon.–Fri. from Apr. 1–Sept. 30).
Representatives are available for one-on-one consultations.

Explore our plan benefits online.



thpmp.org/onecare

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Experience quality care and support

What is Tufts Health One Care?

Tufts Health One Care is a coordinated health plan for individuals ages 21–64 who have both Original Medicare and MassHealth (Standard or CommonHealth).

Why choose Tufts Health One Care?

As a local, trusted One Care plan with years of experience, we know what it takes to keep our members happy and healthy. We take the hassle out of having two separate plans by bringing your Medicare and MassHealth benefits together. You'll have one health plan, one insurance card, and one care coordinator who helps you get the support and services you need—all at no cost to you!

As a member, you'll receive:

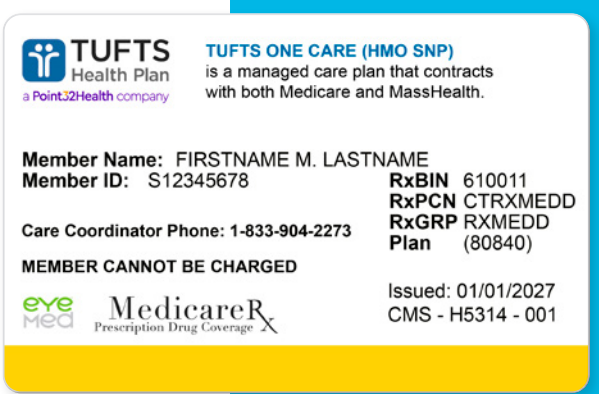
- More covered health benefits than MassHealth (Medicaid) and Original Medicare alone, all for $0
- A primary care team to monitor your health needs and provide necessary treatments
- A care coordinator to work with you AND your doctor, caregiver(s) and community to get you the services you need
- Access to multilingual representatives and interpreter services
- Plus all of the 2027 benefits listed on page 5, and more!

Who can enroll?

In order to enroll, individuals must:

- Be between the ages of 21 and 64
- Have MassHealth (Standard or CommonHealth) and Original Medicare (Parts A & B)
- Live within our service area[1]

Get all the care you need with just ONE card!



Enjoy health benefits—All for $0



With Tufts Health One Care, you get all your MassHealth (Medicaid) and Medicare benefits and more at no cost to you. You'll pay no deductible, no monthly premiums and no copayments.

Free rides to and from your medical appointments, plus up to 96 non-medical rides/year[2]

Free dental benefits, including coverage for exams, dentures, root canals, crowns and more[3]

Free primary care and specialist visits, plus in-home and virtual care visits through Cityblock Health[4]

Free covered prescription drugs and select over-the-counter (OTC) medications

Free vision coverage, with up to $300 eyewear allowance[5]

Free routine hearing exams and hearing aids[6]

Free wheelchairs, walkers and other supportive medical equipment

Free protective underwear, pads, catheters and other disposable medical supplies

Free acupuncture visits for pain management services[7]

Up to three (3) **free** pairs of therapeutic, custom-molded shoes for diabetic members

Support beyond your medical needs including help getting groceries, scheduling appointments and securing long-term housing

With Tufts Health One Care you could get even more!

A dedicated care coordinator

An individualized care plan and coordination of services to support health goals

Access to additional Flexible Benefits which could include an over-the-counter (OTC) card, dental implants and/or a YMCA membership[8]

Benefit spotlight:

Rides

Need a ride? We can help!

Members receive:

- Unlimited rides to and from medical appointments at the doctor, hospital, lab and pharmacy.
- Up to eight FREE round-trip rides per month to a location of your choice. This includes visiting a friend, running errands, attending a religious service and more![2]

Once a member, you may contact Member Services for questions about scheduling a ride, or help with an existing ride:

1-855-393-3154 (TTY: 711)

You may also contact the transportation vendor directly by calling the number included in your Welcome Kit.



"With Tufts Health Plan, **I've grabbed some of my independence back.**"

—Christina H., Tufts Health One Care member

Benefit spotlight:

Dental

Dental benefits that give you a reason to smile!

As a member, you will receive comprehensive dental benefits that cover:

- Routine dental exams
- Fillings
- Dentures
- Root canals
- Crowns
- Bone grafting
- **And more![3]**

Once a member, you may contact Member Services for questions about your dental benefits.

1-855-393-3154 (TTY: 711)

You can also contact DentaQuest directly by calling the number on the back of your member ID card.

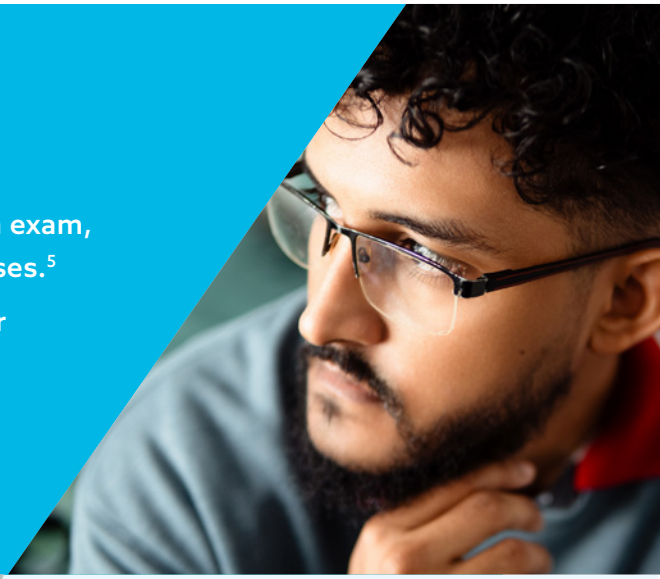


Benefit spotlight:

Vision and hearing

Keep your eyes and ears strong!

With Tufts Health One Care, members receive FREE vision and hearing coverage:



Free vision exams and eyewear allowance!

Not only does Tufts Health One Care cover a free annual vision exam, but you get up to $300/year for eyeglasses and/or contact lenses.[5]

Plus, for people who are at high risk of glaucoma, we will cover one glaucoma screening each year. For people with diabetes, screening for diabetic retinopathy is covered once per year.



Free hearing exams—and hearing aids!

As a member, you pay $0 for routine hearing exams through TruHearing, Inc. You can also get free hearing aids with a free evaluation and fitting from an audiologist.[6]

Once you become a member, you may contact Member Services for questions about your vision or hearing benefits.

1-855-393-3154 (TTY: 711)

Benefit spotlight:

Behavioral health

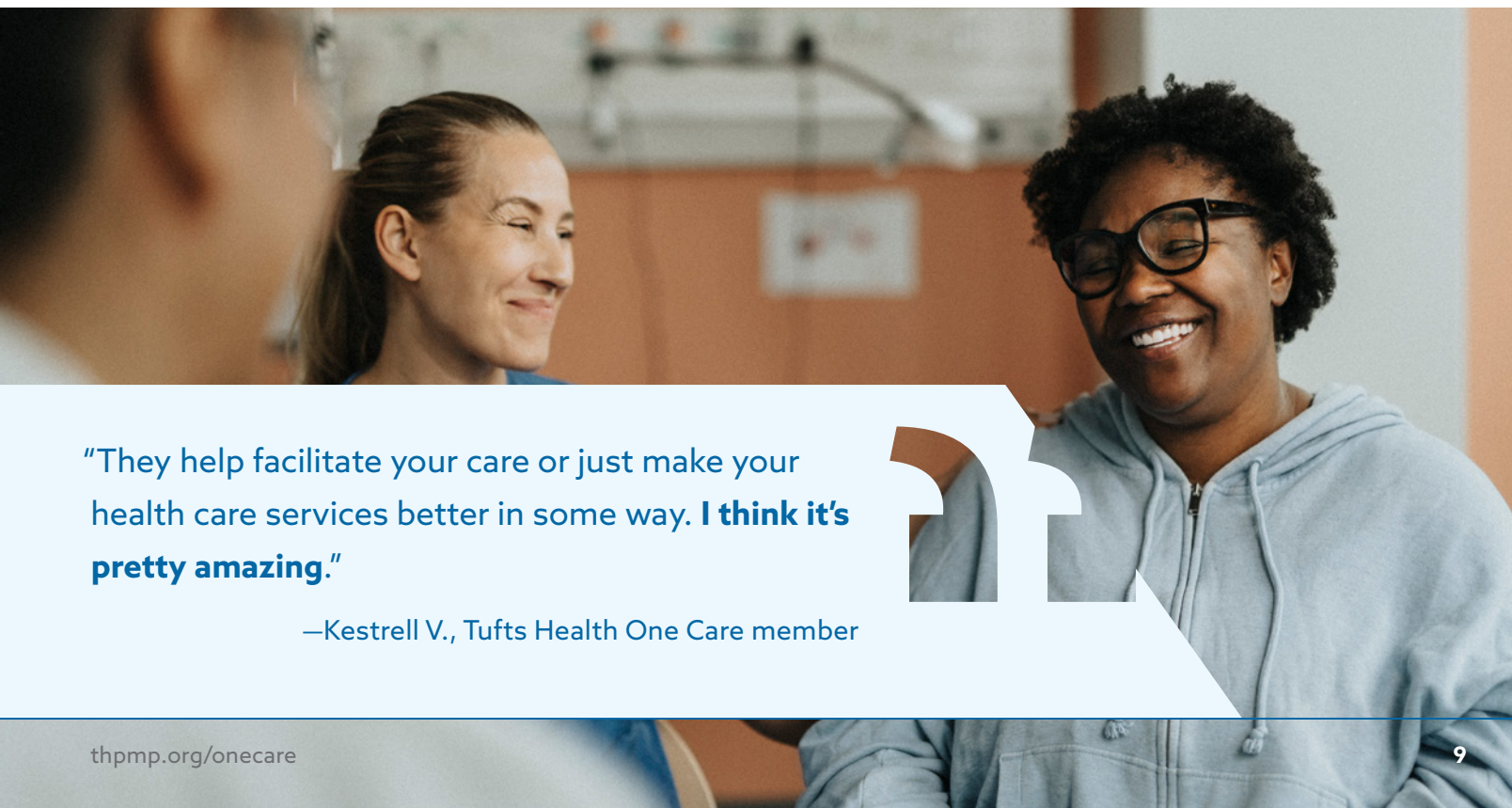
Tufts Health One Care covers different types and levels of behavioral health and/or substance use disorder services depending on the care you need and/or any medical conditions you have.

These benefits include:

- Outpatient behavioral health and substance use disorder treatment
- Emergency and inpatient behavioral health and substance use disorder services
- Applied behavioral analysis services for autism spectrum disorders

Your dedicated care coordinator will help:

- Monitor and coordinate your treatment
- Review your needs for ongoing care
- Make sure you have timely and easy access to the care you need
- Give you information about community-based services
- Work with you to improve your and your family's health
- Make sure your care continues smoothly if you change doctors



"They help facilitate your care or just make your health care services better in some way. **I think it's pretty amazing**."

—Kestrell V., Tufts Health One Care member

3 easy steps to becoming a member

1. **Review plan benefits and compare**

Tufts Health One Care offers you more benefits than Original Medicare and MassHealth (Medicaid) alone.

2. **Speak with a representative**

Our local representatives are available for one-on-one consultations to review plan benefits, determine eligibility and help you enroll.

3. **Enroll!**

Complete and sign the Tufts Health One Care enrollment forms.

"**I rave to my friends about my insurance**. It is a different approach, and I'm so grateful for it."

—Jen C., Tufts Health One Care member

"People reach out to me. **I never had that experience before** with other insurance companies."

—Dennis L., Tufts Health One Care member

Our representatives can help you with all three of these steps. Give us a call at:

1-866-450-8539 (TTY: 711)

What to expect next

After you submit your application, you will receive:



Enrollment verification letter

This letter confirms your plan and benefits.



Member ID card and enrollment confirmation

A letter will be sent confirming that your enrollment application is complete and approved.[9] Be sure to bring your member ID card to the doctor, hospital or pharmacy.



Member welcome kit

Includes important information about the plan and how to access your benefits.



Welcome call

A Cityblock representative will welcome you to the plan, answer your questions and confirm you have received your member materials.



Initial clinical assessment

A member of the Cityblock team will contact you to schedule an in-home assessment, and evaluate your medical and social support needs to maximize your health.

TUFTS Health Plan

To learn more or enroll:

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8 a.m.–8 p.m., 7 days a week
(Mon.–Fri. from Apr. 1–Sept. 30)

thpmp.org/onecare

1. Not available in Berkshire, Dukes, Franklin or Nantucket Counties.
2. Non-emergency, non-medical rides limited to 8 round trips per month, 20 miles each way of trip. Members must use plan-approved vendor to access benefit. Exceptions may apply.
3. Benefit and/or network limits may apply.
4. Please call 911 for life-threatening emergencies. In-home urgent care services are provided where permitted by law and, as required, facilitated by and/or with advanced practice practitioners and/or physicians.
5. $300 available toward the full retail price (not sale price) for eyeglasses (lenses, frames, or a combination) and/or contact lenses from any provider. Additional limits and restrictions may apply.
6. Quantity limit applies.
7. Medicare covers up to 12 visits in 90 days for members with chronic low back pain. 8 additional visits covered for those demonstrating an improvement. Additional acupuncture services are covered under your Medicaid benefit.
8. Flexible Benefits available based on inclusion in member's individualized care plan. Please discuss with your care coordinator.
9. You become a member of the plan on the first day after your application has been approved. After you become a member of the plan, you may call toll free 1-855-393-3154 (TTY: 711) to access Member Services.

Tufts Health One Care is a Dual Special Needs Plan (D-SNP) that contracts with Medicare and MassHealth (Medicaid) program. Enrollment in the plan depends on the plan's contract renewal with Medicare. The D-SNP is available to anyone age 21-64 who has both Medicare (Parts A and B) and MassHealth Standard or CommonHealth and does not have any other comprehensive health insurance, except Medicare. Other eligibility requirements and restrictions may apply. Tufts Health One Care complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex (including pregnancy, sexual orientation and gender identity). ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-450-8539 (TTY: 711). H5314_2027_8405_M