Transition Plan Process

New Members
Living in the Community
During the first 108 days of your enrollment, if your medication is not on our formulary, requires prior authorization, or is part of a step therapy program, the network pharmacist will dispense a temporary supply of up to 30 days of your medication. If you have a prescription written for fewer days or if a quantity limit exists for safety purposes you can receive multiple refills up to a 30 day supply. If the smallest available marketed package size exceeds a 30 day supply, Tufts Health Plan Senior Care Options (HMO SNP) will provide a temporary supply when required.

Living in Long-term Care Facility
During the first 108 days of your enrollment, if your medication is not on our formulary, requires prior authorization, or is part of a step therapy program, the network pharmacist will dispense a temporary supply of up to 31 days of your medication. If you have a prescription written for fewer days or if a quantity limit exists for safety purposes you can receive multiple refills up to a 31 day supply. If the smallest available marketed package sizes do not align with this timeframe, Tufts Health Plan Senior Care Options (HMO SNP) will provide a temporary supply when required.

Current Members
Living in the Community
If you are a current member affected by a formulary change from one year to the next, during the first 108 days of the new plan year, the network pharmacist will dispense a temporary supply of up to 30 days of your medication. If you have a prescription written for fewer days or if a quantity limit exists for safety purposes you can receive multiple refills up to a 30 day supply. If the smallest available marketed package size exceeds a 30 day supply, Tufts Health Plan Senior Care Options (HMO SNP) will provide a temporary supply when required.

Living in Long-term Care Facility
If you are a current member affected by a formulary change from one year to the next, during the first 108 days of the new plan year, the network pharmacist will dispense a temporary supply of up to 31 days of your medication. If you have a prescription written for fewer days or if a quantity limit exists for safety purposes you can receive multiple refills up to a 31 day supply. If the smallest available marketed package sizes do not align with this timeframe, Tufts Health Plan Senior Care Options (HMO SNP) will provide a temporary supply when required.

After you receive your transition fill, we will send you a letter detailing the temporary nature of the transition supply you have received, instructions for working with the plan and your physician to identify appropriate therapeutic alternatives that are on the Tufts Health Plan Senior Care Options (HMO SNP) formulary, an explanation of your right to request a coverage determination and a description of the procedures for requesting a coverage determination. You or your physician may request coverage for non-covered drugs, drugs requiring a prior authorization, or drugs that are part of a step therapy program.

If you have any questions about this process, please call Member Services at 1-855-670-5934 (TTY 711), Monday through Friday, 8am – 8pm (from Oct. 1 – Mar. 31, representatives are available 7 days a week, 8am – 8pm).

Tufts Health Plan is an HMO-SNP plan with a Medicare contract and a contract with the Commonwealth of Massachusetts Medicaid program. Enrollment in Tufts Health Plan depends on contract renewal.