You can sign up to access your personal account information online!

At the Tufts Health Plan secure online site, it’s easy to create an account that lets you:

- Pay your monthly premium*
- View your claims history
- View your current and past referrals
- View your monthly Explanation of Benefits (EOB) documents
- Manage your eDelivery preferences
- And more!

*Not applicable to members who are enrolled in a Group plan through their former employer.
To register, follow these simple steps:


2. On the registration page, enter your member ID number (found on your member ID card), and your date of birth.

3. Answer security questions or enter your generated PIN (given to you by a Customer Relations Representative), so we can verify your identity.
4 Enter your email address and password, enter your mobile phone number (optional), and choose your three security questions.
Make your selections for eDelivery. If you would like to view your plan documents electronically instead of receiving them by mail, make sure you select “Electronic” for each option.

Registration

![Registration](image)

You will receive a confirmation email momentarily.

**eDelivery Preferences**

<table>
<thead>
<tr>
<th>Your Documents</th>
<th>Electronic</th>
<th>US Mail</th>
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<tbody>
<tr>
<td>Explanation of Benefits (EOB)</td>
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<tr>
<td>Plan Documents</td>
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I understand that by clicking ‘Electronic’, I have ‘opted in’ to have the Explanation of Benefits (EOB-HMO only) or Plan Documents sent to my online account. I understand that paper versions of these documents will no longer be mailed to me. Plan Documents include Annual Notice of Change (ANC), Evidence of Coverage (EOC), Formulary (Drug List), Provider Directory, Pharmacy Directory (PDP only), and Policy for our Supplement Plans (if applicable).

We strive to provide the best quality of care and customer service experience for our members. In order to better serve your needs as a member, we are requesting that you take a few brief minutes to take the following optional survey about race, ethnicity and preferred language.

Go to your secure account now!
Here are 5 exciting things you can do with your personal account:

1. **You can pay your monthly premium* securely online¹**

   You can see how much your monthly premium is, what you paid last month, and how much is due next month. To make a payment, click on "Make a payment" in the top right corner of this area.
You can view your most recent claims¹

You’ll see how much your provider charged for the service, as well as the amount you’re responsible for paying. Please note, in some cases you may have already paid your cost-sharing amount at the provider’s office, or you may receive a bill at a later date. If you have any questions about your cost sharing or a bill you receive, please call Customer Relations. To see all of your past claims, click on “Search All Claims” in the top right corner of this section.

You can view your most recent referrals¹

You’ll see your three most recent referrals by provider, start and expiration dates, as well as the number of visits the referral allows you to have. To see all of your current and past referrals, click on “Search all Referrals & Authorizations.”

Note: Tufts Medicare Preferred Supplement plan members are not required to obtain referrals and therefore will not see this feature in their accounts.
You can view your recent medical Explanation of Benefits (EOBs)¹

Follow these two steps:

1: From your account home page, hover over “Claims & Billing” and click on “Explanation of Benefits (EOB) Statement.”

2: This will display all of your recent EOBs. They are conveniently labeled by month, so you can easily see the medical services you received and what you paid for them.

Note: This feature may appear differently for Tufts Medicare Preferred Supplement plan members.
You can view or change your eDelivery preferences¹

From your account home page, select “Manage My Account” from the top menu.

At the bottom of your “Manage My Account” page, you’ll see two sections marked “eDelivery Preferences” and “Marketing Preferences.” In the “eDelivery Preferences” section, you can indicate how you want to receive your plan documents (electronically or via US mail), and in the “Marketing Preferences” section, you can tell us whether or not you would like to receive helpful plan information emails via eDelivery. Click “Edit” to change your selections.
For more information, call Customer Relations or visit us online:

1-800-701-9000 (TTY: 711)

www.thpmp.org

Tufts Health Plan Senior Care Options plan members:

1-855-670-5934 (TTY: 711)

www.thpmp.org/sco

Representatives are available Monday–Friday, 8 a.m.–8 p.m. (From October 1 to March 31, representatives are available 7 days a week, 8 a.m.–8 p.m.) After hours and on holidays, please leave a message and a representative will return your call on the next business day.

*Not applicable to members who are enrolled in a Group plan through their former employer.

¹All data shown is sample data. Your information may appear differently.

Note: Not all features are available to members of all plans. For more information, contact Customer Relations.

Tufts Health Plan is an HMO-SNP plan with a Medicare contract. Enrollment in Tufts Health Plan depends on contract renewal. Tufts Health Plan is a voluntary MassHealth (Medicaid) program in association with the Executive Office of Health and Human services (EOHHS) and Centers for Medicare & Medicaid Services (CMS). This document may be available upon request in an alternate format such as Braille, larger print, or audio. Tufts Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 855-670-5934 (TTY: 711). ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 855-670-5934 (TTY: 711). H2256_2019_341_C