

Appeals & Grievances

Tufts Health Plan Senior Care Options (HMO SNP) is dedicated to providing its members with comprehensive health care coverage. However, there may be times when you have concerns or problems related to your coverage or care. In these instances, you have the right to make formal complaints to Tufts Health Plan Senior Care Options and/or to request an appeal with the MassHealth Board of Hearings. If you make a complaint to Tufts Health Plan Senior Care Options, we must be fair in how we handle it, and you cannot be disenrolled or penalized in any way.

There are two types of formal complaints you can make. They are appeals and grievances.

Appeals

An “appeal” is a complaint you make when you want us or the MassHealth Board of Hearing to reconsider and change a decision we've made about a request for authorization of services or payment to a provider for a service you received including a delay in providing, arranging for or approving services which you believe will negatively affect your health. You may also have a right to appeal to the MassHealth Board of Hearing if you believe we took too long and failed to make a decision within the time frame for an internal appeal.

Grievances

A “grievance” is a type of complaint you make about us or one of our network providers or pharmacies, including a complaint concerning the quality of your care. This type of complaint does not involve coverage or payment disputes. If you have a complaint, we encourage you to call Customer Relations. All complaints will be documented and referred to the Appeals and Grievances Department. You can request a response in writing. All complaints related to quality of care issues will be responded to in writing.

For more detailed information about appeals and grievances, please see your Evidence of Coverage booklet that you receive as a Tufts Health Plan Senior Care Options member, or call Customer Relations at 1-855-670-5934 (TTY 1-855-670-5936). Representatives are available Monday-Friday 8:00 a.m. – 8:00 p.m. (From Oct. 1- Feb. 14 representatives are available 7 days a week, 8:00 a.m. – 8:00 p.m.).

Tufts Health Plan is a Coordinated Care plan with a Medicare Advantage contract and a contract with the Commonwealth of Massachusetts Medicaid program.

Tufts Health Plan Senior Care Options is a voluntary MassHealth benefit in association with EOHHS and CMS.