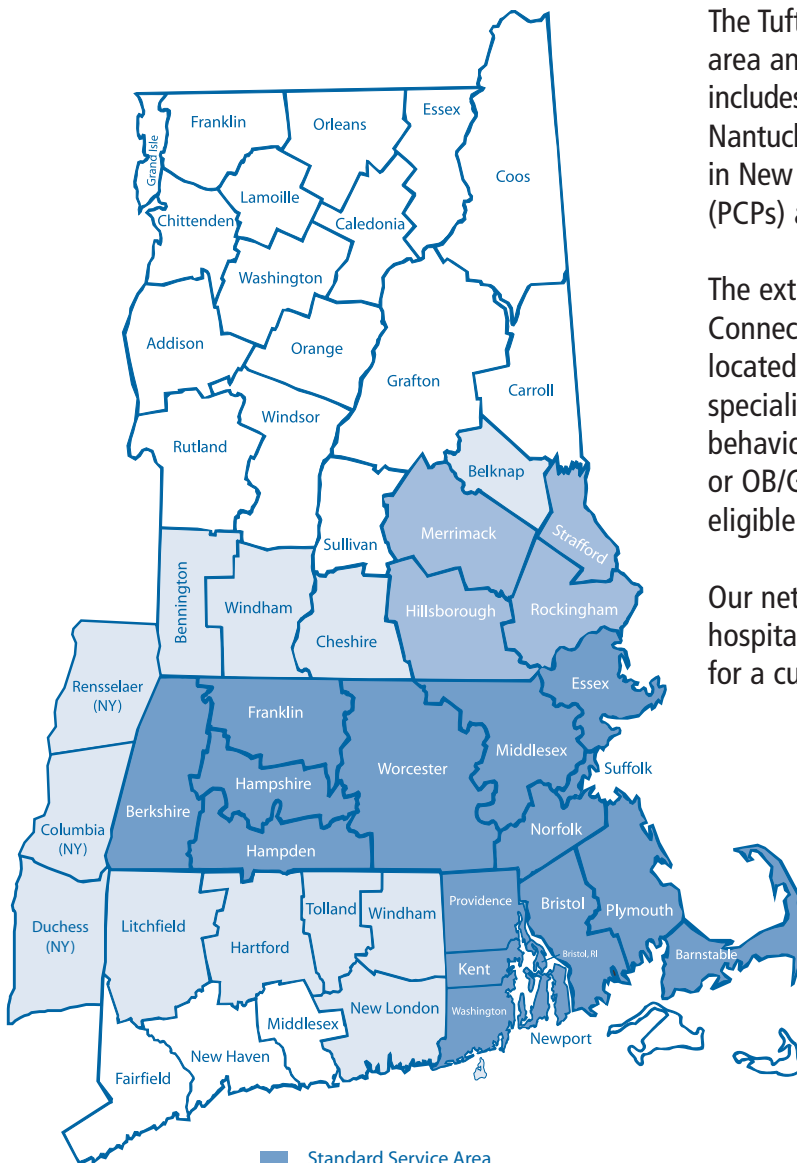


TUFTS HEALTH PLAN SERVICE AREA



- Standard Service Area
- Counties with some towns in the Standard Service Area and some towns in the Extended Service Area
- Counties with some towns in the Extended Service Area

The Tufts Health Plan service area includes a standard service area and an extended service area. The standard service area includes all of Massachusetts (except Martha's Vineyard and Nantucket), all of Rhode Island (except Block Island), and towns in New Hampshire where contracted primary care physicians (PCPs) are located.

The extended service area includes Block Island and towns in Connecticut, New Hampshire, New York, and Vermont that are located a reasonable distance from contracted PCPs and specialists who provide the most often used services, such as behavioral health practitioners and physicians who are surgeons or OB/GYNs. Members who live in the extended service area are eligible for Tufts Health Plan coverage.

Our network includes approximately 23,000 physicians and 86 hospitals. You can visit our Web site at www.tuftshealthplan.com for a current list of our network providers.

To determine whether your zip code is part of the service area, please visit www.tuftshealthplan.com, click "Doctor Search" on the Members tab, then click "Service by Zip Code" to see if your town is within the Tufts Health Plan service area."

Please note that the products Tufts Health Plan offers through the Commonwealth Health Insurance Connector cover a smaller service area and use the Tufts Health Plan Select Network.

MASSACHUSETTS

Abington	Canton	Erving	Indian Orchard	Monterey	Pepperell
Accord	Carlisle	Essex	Ipswich	Monument Beach	Petersham
Acton	Carver	Everett	Jamaica Plain	Nagog Woods	Pinehurst
Acushnet	Cataumet	Fairhaven	Jefferson	Nahant	Pittsfield
Adams	Centerville	Fall River	Kingston	Natick	Plainfield
Agawam	Charlemont	Falmouth	Lake Pleasant	Needham	Plainville
Allston	Charlestown	Fayville	Lakeville	Needham Heights	Plymouth
Amesbury	Charlton	Feeding Hills	Lancaster	New Bedford	Plympton
Amherst	Charlton City	Fiskdale	Lanesboro	New Braintree	Pocasset
Andover	Charlton Depot	Fitchburg	Lawrence	New Salem	Prides Crossing
Arlington	Chartley	Florence	Lee	New Town	Princeton
Arlington Heights	Chatham	Forestdale	Leeds	Newbury	Provincetown
Ashburnham	Chelmsford	Foxboro	Leicester	Newburyport	Quincy
Ashby	Chelsea	Framingham	Lenox	Newton	Randolph
Ashfield	Cherry Valley	Franklin	Lenox Dale	Newton Center	Raynham
Ashland	Cheshire	Gardner	Leominster	Newton Highlands	Raynham Center
Ashley Falls	Chester	Georgetown	Leverett	Newtonville	Reading
Assonet	Chesterfield	Gilbertville	Lexington	Nonantum	Readville
Athol	Chestnut Hill	Gill	Lincoln	Norfolk	Rehoboth
Attleboro	Chicopee	Glendale	Linwood	North Adams	Revere
Attleboro Falls	Clinton	Gloucester	Littleton	North Amherst	Richmond
Auburn	Cohasset	Goshen	Longmeadow	North Andover	Rochdale
Auburndale	Colrain	Grafton	Lowell	North Attleboro	Rochester
Avon	Concord	Granby	Ludlow	North Billerica	Rockland
Ayer	Conway	Granville	Lunenburg	North Brookfield	Rockport
Babson Park	Cotuit	Great Barrington	Lynn	North Carver	Rosindale
Baldwinville	Cummaquid	Green Harbor	Lynnfield	North Chatham	Rowe
Barnstable	Cummington	Greenbush	Malden	North Chelmsford	Rowley
Barre	Dalton	Greenfield	Manchaug	North Dartmouth	Royalston
Becket	Danvers	Groton	Manchester	North Dighton	Russell
Bedford	Dartmouth	Groveland	Manomet	North Eastham	Rutland
Belchertown	Dedham	Hadley	Mansfield	North Easton	Sagamore
Bellingham	Deerfield	Halifax	Marblehead	North Egremont	Sagamore Beach
Belmont	Dennis	Hamilton	Marion	North Falmouth	Salem
Berkley	Dennis Port	Hampden	Marlborough	North Grafton	Salisbury
Berkshire	Devens	Hanover	Marshfield	North Hatfield	Sandwich
Berlin	Dighton	Hanscom AFB	Marshfield Hills	North Marshfield	Saugus
Bernardston	Douglas	Hanson	Marstons Mills	North Oxford	Savoy
Beverly	Dover	Hardwick	Mashpee	North Pembroke	Scituate
Billerica	Dracut	Harvard	Mattapan	North Reading	Seekonk
Blackstone	Drury	Harwich	Mattapoisett	North Scituate	Sharon
Blandford	Dudley	Harwich Port	Maynard	North Truro	Sheffield
Bolton	Dunstable	Hatfield	Medfield	North Uxbridge	Shelburne Falls
Bondsville	Duxbury	Hathorne	Medford	North Waltham	Sheldonville
Boston	East Boston	Haverhill	Medway	North Weymouth	Sherborn
Boxborough	East Bridgewater	Haydenville	Melrose	Northampton	Shirley
Boxford	East Brookfield	Heath	Mendon	Northborough	Shrewsbury
Boylston	East Dennis	Hingham	Merrimac	Northbridge	Shutesbury
Braintree	East Falmouth	Hinsdale	Methuen	Northfield	Silver Beach
Brant Rock	East Freetown	Holbrook	Middleboro	Norton	Somerset
Brewster	East Longmeadow	Holden	Middlefield	Norwell	Somerville
Bridgewater	East Mansfield	Holland	Middleton	Norwood	South Barre
Brighton	East Orleans	Holliston	Milford	Nutting Lake	South Carver
Brimfield	East Otis	Holyoke	Mill River	Oakham	South Chatham
Brockton	East Princeton	Hopedale	Millbury	Ocean Bluff	South Dartmouth
Brookfield	East Sandwich	Hopkinton	Millers Falls	Onset	South Deerfield
Brookline	East Taunton	Housatonic	Millis	Orange	South Dennis
Brookline Village	East Templeton	Hubbardston	Millville	Orleans	South Easton
Bryantville	East Walpole	Hudson	Milton	Osterville	South Egremont
Buckland	East Wareham	Hull	Milton Village	Otis	South Grafton
Burlington	East Weymouth	Humarock	Minot	Oxford	South Hadley
Buzzards Bay	Eastham	Huntington	Monponsett	Palmer	South Hamilton
Byfield	Easthampton	Hyannis	Monroe Bridge	Paxton	South Harwich
Cambridge	Easton	Hyannisport	Monson	Peabody	South Lancaster
	Elmwood	Hyde Park	Montague	Pembroke	South Lee

Towns indicated in black make up our standard service area

South Orleans
South Walpole
South Wellfleet
South Weymouth
South Yarmouth
Southampton
Southborough
Southbridge
Southfield
Southwick
Spencer
Springfield
Sterling
Still River
Stockbridge
Stoneham
Stoughton
Stow
Sturbridge
Sudbury
Sunderland
Sutton
Swampscott
Swansea
Taunton
Templeton
Tewksbury
Thorndike
Three Rivers
Topsfield
Townsend
Truro
Turners Falls
Tyngsborough
Tyringham
Upton
Uxbridge
Waban
Wakefield
Wales
Walpole
Waltham
Ware
Wareham
Warren
Warwick
Watertown
Waverley
Wayland
Webster
Wellesley
Wellesley Hills
Wellfleet
Wendell
Wendell Depot
Wenham
West Barnstable
West Boxford
West Boylston
West Bridgewater
West Brookfield
West Chatham
West Chesterfield
West Dennis
West Falmouth

West Groton
West Harwich
West Hatfield
West Hyannisport
West Medford
West Millbury
West Newbury
West Newton
West Roxbury
West Springfield
West Stockbridge
West Townsend
West Wareham
West Warren
West Yarmouth
Westborough
Westfield
Westford
Westminster
Weston
Westport
Westport Point
Westwood
Weymouth
Whately
Wheelwright
White Horse Beach
Whitinsville
Whitman
Wilbraham
Williamsburg
Williamstown
Wilmington
Winchendon
Winchendon
Springs
Winchester
Windsor
Winthrop
Woburn
Woods Hole
Woodville
Worcester
Woronoco
Worthington
Wrentham
Yarmouth Port

CONNECTICUT

Abington
Ashford
Ballouville
Broad Brook
Brooklyn
Canaan
Colebrook
Danielson
Dayville
East Canaan
East Granby
East Hartford
East Hartland
East Killingly
East Windsor
East Windsor Hill
East Woodstock

Eastford
Ellington
Enfield
Fabyan
Falls Village
Granby
Grosvenor Dale
Lakeville
Manchester
Moosup
Norfolk
North Granby
North Grosvenordale
Oneco
Plainfield
Pomfret
Pomfret Center
Poquonock
Putnam
Quinebaug
Riverton
Rogers
Salisbury
Simsbury
Somers
Somerville
South Willington
South Windsor
South Woodstock
Stafford
Stafford Springs
Staffordville
Sterling
Suffield
Taconic
Tarriffville
Thompson
Tolland
Vernon Rockville
Voluntown
West Granby
West Hartland
West Suffield
Willington
Windsor
Windsor Locks
Winsted
Woodstock
Woodstock Valley

NEW HAMPSHIRE

Amherst
Atkinson
Auburn
Barnstead
Barrington
Bedford
Bennington
Bow
Brookline
Candia
Chester
Chichester
Concord
Contoocook
Danville

Deerfield
Derry
Dover
Dunbarton
Durham
East Candia
East Derry
East Hampstead
East Kingston
Epping
Epsom
Exeter
Fitzwilliam
Francestown
Fremont
Goffstown
Greenfield
Greenland
Greenville
Hampstead
Hampton
Hampton Falls
Hancock
Hinsdale
Hollis
Hooksett
Hudson
Jaffrey
Kingston
Lee
Litchfield
Londonderry
Loudon
Lyndeborough
Madbury
Manchester
Merrimack
Milford
Mont Vernon
Nashua
New Boston
New Castle
New Ipswich
Newfields
Newington
Newmarket
Newton
Newton Junction
North Hampton
North Salem
Northwood
Nottingham
Pelham
Peterborough
Pittsfield
Plaistow
Portsmouth
Raymond
Rindge
Rochester
Rollinsford
Rye
Rye Beach
Salem
Sandown

Seabrook
Somersworth
Strafford
Stratham
Suncook
Temple
Troy
Weare
West Chesterfield
West Nottingham
Wilton
Winchester
Windham

NEW YORK

Austerlitz
Berlin
Brainard
Canaan
Chatham
Cherry Plain
Copake
Copake Falls
Craryville
Cropseyville
East Chatham
East Nassau
Ghent
Grafton
Hillsdale
Hollowville
Millerton
New Lebanon
Old Chatham
Petersburg
Philmont
Spencertown
Stephentown
West Copake
West Lebanon

RHODE ISLAND

Adamsville
Albion
Ashaway
Barrington
Block Island
Bradford
Bristol
Carolina
Central Falls
Charlestown
Chepachet
Clayville
Coventry
Cranston
Cumberland
East Greenwich
East Providence
Exeter
Fiskeville
Forestdale
Foster
Glendale
Greene
Greenville

Harmony
Harrisville
Hope
Hope Valley
Hopkington
Jamestown
Johnston
Kenyon
Kingston
Lincoln
Little Compton
Manville
Mapleville
Middletown
Narragansett
Newport
North Kingstown
North Providence
North Scituate
North Smithfield
Oakland
Pascoag
Pawtucket
Peace Dale
Portsmouth
Providence
Prudence Island
Riverside
Rockville
Rumford
Saunderstown
Shannock
Slatersville
Slocum
Smithfield
Tiverton
Wakefield
Warren
Warwick
West Greenwich
West Kingston
West Warwick
Westerly
Wood River
Junction
Woonsocket
Wyoming

VERMONT

Bennington
Brattleboro
Jacksonville
Marlboro
Newfane
North Bennington
North Pownal
Pownal
Putney
Readsborough
Shaftsbury
Stamford
Vernon
West Halifax
Whitingham
Wilmington

Towns indicated in blue make up our extended service area

UTILIZATION MANAGEMENT FOR QUALITY CARE

Utilization Management

Utilization management (UM) supports our goal that members receive quality care and that the care is delivered in an appropriate treatment setting. Utilization management is sometimes referred to as utilization review.

Tufts Health Plan may perform prospective, concurrent, and retrospective reviews of health care services. Prospective review is used to determine whether proposed treatment is medically necessary before treatment begins. Concurrent review monitors the course of treatment as it occurs and determines when the treatment is no longer medically necessary. Retrospective review evaluates care provided to members after care has been provided and is sometimes used to more accurately determine the appropriateness of health care services provided to you.

Your Tufts Health Plan primary care physician or other network provider typically is responsible for obtaining authorization and coordinating utilization management decisions. Network physicians, providers, and hospitals understand UM requirements that apply to services being received.

Please refer to your benefit document for details about our UM process. You can call a member services coordinator to determine the status or outcome of pending utilization review decisions. Tufts Health Plan uses criteria for determining coverage for medically necessary services and to conduct utilization review activities. The criteria are developed with input from practicing physicians in our service area and in accordance with standards adopted by national accreditation organizations. They are updated annually or more often, as new treatments, applications, and technologies are adopted as generally accepted professional practices.

Specialty Case Management

Some members with a severe illness or injury may be eligible for case management intervention under Tufts Health Plan's specialty case management program. The goal of specialty case management is to improve access to quality health care options and encourage the use of the most appropriate and cost-efficient treatment.

If a member is identified as a possible candidate for specialty case management services, a Tufts Health Plan case manager will contact the member to gather information on the member's health care needs and, when appropriate, invite the member to participate in Tufts Health Plan's specialty case management program. The case manager will work with the member and provider, when appropriate, to develop an individualized plan of care that seeks to identify and address potential barriers to care.

FOR MORE INFORMATION

Member Services 1-800-462-0224

www.tuftshealthplan.com