

Tufts-Atrius Contract Talking Points November 2019

- The Health Connector became aware in late October of the recent decision by Tufts Health Direct and Atrius Health to end their contract with some of Tufts' plans. The Health Connector does not have authority over this contracting decision.
- This means that some Health Connector members will not have access to their current primary care physicians, specialists, and other services through Atrius Health (including physical therapy services, behavioral health services, and pharmacy), starting Jan. 1, 2020.
- Atrius Health providers are primarily located in the Greater Boston Area.
- The Health Connector has been working closely with Tufts Health Direct and the Division of Insurance since learning of the decision.
- This decision impacts approximately 11,000 Health Connector members who currently use Atrius doctors as primary care physicians, and about 6,000 Health Connector members who use Atrius specialists. A small number of Health Connector for Business members are also impacted.
- Tufts Direct is directly notifying members of the change, starting the week of Nov. 4. Members have the option of picking a new doctor, or having Tufts refer them automatically to a nearby, in-network doctor.
- Tufts Direct members who want to select a new primary care physician should go to tuftshealthplan.com/memberconnect or call 888-257-1985 (TTY: 711).
- Tufts Direct members who want to select a new specialist should go to tuftshealthplan.com/directproviders or call 888-257-1985 (TTY: 711).
- The Health Connector has reviewed the Tufts Direct network and believes there are adequate options for members. Health Connector members will have a total of about 1,300 Primary Care Providers who are accepting new patients available through Tufts Direct (compared to about 1,500 currently).
- The Health Connector will also reach out directly to all current Tufts Direct members during Open Enrollment to ensure they are aware of their options. Open Enrollment started Nov. 1, and the Health Connector has on its website an updated provider list for members who want to review their options and will also refer members to Tufts Direct's member resources.

- A majority of the impacted Health Connector members are in ConnectorCare. During Open Enrollment, which runs through Jan. 23, 2020, members can consider moving to a different carrier if they so choose.
- Most members will have the option to choose a ConnectorCare plan at the same premium level as Tufts Direct. Higher cost ConnectorCare options may include their current Atrius doctor.
- Unsubsidized Health Connector members, and those who receive only an advance premium tax credit, can consider a number of carriers that include Atrius doctors.
- Health Connector Navigators can help members review their options and consider picking a new doctor with Tufts Direct or pick a new carrier. Members can find local Navigators at the [Health Connector website](#).
- Members who have concerns about the network change, including continuity of care and other ramifications of the change, should contact Tufts Direct at 888-257-1985 (TTY: 711).