

Mental Health Program

Tufts Health Plan has always integrated and fully managed mental health and substance abuse (MH/SA) benefits and services. We locally manage all MH/SA treatment to support quality and integration with our other health programs. Because we do not outsource the management of our mental health benefit to a for-profit behavioral health management company, our administrative costs for mental health management are lower, while promoting quality and integration with other health care services and programs.

Outpatient Mental Health and Substance Abuse Treatment Services

We created our extensive network of providers partially through a 20-year relationship with our network primary care physicians (PCPs), whose recommendations provided the basis of our network of providers. This often allows our PCPs to refer their patients to mental health clinicians with whom they regularly work. This familiarity is more difficult among health plans that use an outsourced national vendor network.

Our program is based on removing administrative obstacles to accessing care. Members may self refer to any MH/SA provider for covered outpatient services in our network and contact the Tufts Health Plan Mental Health Department for authorization, or they may contact their PCP or our Mental Health Department for help in choosing a network provider.

Inpatient Mental Health and Substance Abuse Treatment Services

Our Designated Facility (DF) program provides access to a broad range of MH/SA services. Designated facilities are typically full service general hospitals that provide a broad array of care, including acute inpatient, acute residential treatment, partial hospital, intensive outpatient, and crisis intervention, thereby providing greater continuity and coordination of care for the member.

Our capitation compensation arrangements with our inpatient Designated Facilities for our HMO products allow these facilities wide latitude with respect to admission, length of stay, and discharge decisions for their HMO members. While the Designated Facilities focus on managing their HMO members' care, our focus is on quality assurance and quality improvement. We believe this approach is unique among area health plans.

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Tufts Health Plan is the #1 ranked PPO plan in the nation and fourth overall by the National Committee for Quality Assurance. Our commercial HMO/POS plan is ranked second in the nation. Tufts Health Plan is the #1 private plan in Rhode Island.*

* For commercial/private plans, NCQA's Private Health Insurance Plan Rankings, 2011-2012. NCQA is a private, nonprofit organization dedicated to improving health care quality.

For more information, contact your sales office:

Watertown 800-208-8013 | Worcester 800-208-9545
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Care Management

Approximately one tenth of patients seen in a primary care setting suffer from a depressive disorder. We provide members and PCPs information and tools to support screening and management of depression. Because patients with serious or chronic medical illness are up to three times more likely to suffer from depression (often complicating management of their medical condition), we integrate screening and management for depression into our medical Specialty Case Management activities.

Behavioral Case Management

Behavioral Case Management (BCM) is designed for adult and child members who are considered high risk and may utilize acute and/or intermediate levels of care on a frequent basis.

The goal of our BCM program is to help enrolled members receive quality care that is both coordinated and designed to meet individual needs. A Tufts Health Plan Care Manager will monitor the case to see that members utilize MH/SA services in a way that helps improve functioning and promotes the use of crisis planning and integrated care—thus decreasing the need for acute and intermediate levels of care.