

[Date]

Dear [member name],

Tufts Health Plan recently sent you a letter that provided details on an upcoming Pharmacy Benefit Manager (PBM) change that does not apply to your plan. We apologize for any confusion this information may have caused you. Included below are the corrected details that apply to your plan.

- **No change to your Part D prescription drug plan** – Your PBM is not changing – as a Tufts Health Plan Medicare Preferred HMO member through the GIC, your Part D Prescription Drug benefits will continue to be managed by CVS SilverScript. There is no change to how you fill prescriptions for Part D prescription drugs.
- **New ID card** – You will receive (or may have already received) a new ID card from Tufts Health Plan that includes updated 2023 Rx info on the card. The reason you are receiving a new ID card is because OptumRx is the new PBM for Tufts Health Plan and will be responsible for processing claims for drugs and services covered under your Part B benefits. Your new card will be effective January 1, 2023.

If you have any questions about this information and how it relates to your plan, please call Member Services at 1-855-852-1016 (TTY: 711). A Tufts Health Plan representative will be happy to assist you.

Thank you for being a Tufts Health Plan member.

Sincerely,

[name/title]

Representatives are available 8 a.m.–8 p.m., 7 days a week (Mon.–Fri. from Apr. 1–Sept. 30).

Tufts Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, or gender identity. |

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-852-1016 (TTY: 711). [LOG NUMBER]