

BEHAVIORAL HEALTH

Care Management Programs



Our goal at Tufts Health Plan is to support and enhance the care of our members' behavioral health needs. Our independently licensed care managers work with the member and their providers to coordinate integrated care for behavioral health and physical health conditions.

Members will be provided a care manager who will work with the member and/or their parents/guardians over the telephone to help them overcome barriers to managing their behavioral health condition. Care managers will:

- Help to ensure there is a comprehensive aftercare plan in place
- Coordinate the care and services being received from various health care providers, as necessary
- Help the member understand their condition and obtain answers to their questions
- Work to find solutions to any difficulties the member may be having with their treatment plan
- Help the member understand their benefits

If you would like more information about our behavioral health care management programs, or are interested in discussing a referral, call the **Tufts Health Plan Behavioral Health Department at 800.208.9565**.

Our staff is also available to help locate participating Tufts Health Plan behavioral health providers.

The care management programs at Tufts Health Plan are available to members of Tufts Health Plan health plans. There is no cost for the programs and participation is voluntary.

Help is just a phone call away.

Care Management is available to any member who needs a little extra help or information managing their condition. We offer the following care management programs:

Addiction Recovery

Tufts Health Plan Addiction Recovery Care Management provides support to our members who are taking the important first steps in recovery from the use of opioids, alcohol or other substances.

The program works with members who have recently entered or completed acute treatment in a psychiatric or substance use facility, and members who have recently needed medical care for a substance use-related illness. This includes members who have gone through detoxification on a medical unit, have been hospitalized due to a medical condition during which substance use problems were identified, or for medical problems that were caused or worsened by substance use.

Our member-focused approach starts by creating a relationship with the member and works to elicit change from the member themselves. We rely on the lived experience of a Peer Recovery Specialist and evidence-based clinical practice guidelines utilized by a Licensed Alcohol and Drug Counselor to support members in developing their own personalized recovery plan.

A Peer Recovery Specialist or Licensed Alcohol and Drug Counselor assists members, their families and their providers to find resources to help keep them moving forward on the road to recovery. They also provide information on treatment programs and available community supports to create a recovery network for the member and their family.

Enhanced Care

The Behavioral Health Enhanced Care Program helps members regain optimal health and improved functioning in their preferred natural setting. Our independently licensed care managers provide support to adults and pediatric members with complex behavioral health conditions. A comprehensive assessment guides the development and implementation of a care plan with goals prioritized by the member/guardian. Care management interventions support the member in meeting their goals and enhancing their ability to self-manage their conditions.

Behavioral Health and Medical Integration

We provide integrated behavioral health care management services for members with co-existing medical and behavioral health conditions. Some medical conditions can be exacerbated by behavioral health issues. If those issues are not addressed, medical conditions can worsen. Our behavioral health integration program has a holistic approach and works with members to address the behavioral health issues that may be impacting their physical health.

Transition to Home

Going home after a hospital stay can be challenging. We offer our Transition to Home Program as a resource to our members who have been recently hospitalized and need extra help to get back on their feet, follow through with their aftercare plans, or address any questions they may have.

Emergency Aftercare

Many members make repeated visits to the Emergency Department (ED) with behavioral health symptoms or medical symptoms for which a medical cause cannot be identified. To reduce unnecessary ED use and assist members with obtaining appropriate and optimum care, the ED aftercare program will assign a care manager to work with members to follow their discharge instructions. The care manager can offer appropriate services, provide support, and assist with crisis planning so the member is better equipped in the future to address situations that do not require a visit to the ED.