

Frequently Asked Questions 2018

Q: What is MyWire?

A: MyWire is a new way for you to interact with Tufts Health Freedom Plan. It lets you receive information in a manner that many people prefer these days: a text-based messaging system. Every time you receive a new text message from us, it takes you to your own personalized and secure communication channel.

We included a phone number on your ID Card so you can call to enroll.

Q: Do I need to call the number on my ID Card?

A: At Tufts Health Freedom Plan, we know it is important for you to stay informed about your health benefits and save on out-of-pocket costs. That's why we asked you to call a phone number to confirm your new member ID card(s). It was our best way to let you know about our new personalized communications experience for members called "MyWire" —and to give you the option to sign up.

Q: Will I still be able to receive healthcare services if I do not confirm receipt or my ID Card and/or register for MyWire?

A: Yes, your health insurance is active and you may start using as soon as you receive your ID Card.

Q: Is MyWire HIPAA compliant?

A: MyWire is a HIPAA compliant communication platform meant to allow you to have peace of mind your information is secure all while receiving information in a timely more effective manner given your preference.

Q: What are some examples of text messages I may receive from MyWire?

A: Some messages may include things like members-only discounts and tips to save money on your health care, reminders about your health—like when it's time for an annual visit or screening—and much more.



Q: Can I receive these communications through the mail instead of text message?

A: If you prefer to receive communications from us via email or the U.S. Postal Service, we can also do that. Please be assured that our goal is to have you connect with your health insurance benefits so you can stay healthy, save on your health care and take advantage of member benefits. We're here to help you make the most of your benefits.

Q: I was unable to complete confirmation of my ID Card and set up MyWire, how do I continue with set-up?

A: If you were disconnected or was unable to complete your confirmation and receipt of ID Cards, they can continue to set up the notification by texting THFP to 73529.

Your coverage is in effect regardless of enrollment in MyWire or completion of the call made to the number on your ID Card.