Tufts Health Plan Medicare Preferred HMO External Care Management / UM List Updated 9/22/2026

For Externally Managed Members:
Please call the Registered Nurse Care Manager (Column F)
For AIR/ LTAC requests please contact: Tara Flodin
For Out Of Area SNF, please contact Rebecca Trowbridge
For Questions, please contact Darlene Burgess

HMO and PPO IPA#	HMO Care Management Designation	Utilization Management Designation	TMP Medical Group Name	IDN	Registered Nurse Care Manager (RNCM)	Clinical Fax Number
38	External	External	Alliance for Quality Care, LLC	NEQCA	**HMO** Emmy Sutera 781-369-5654 Emmet.L.Sutera@tuftsmedicine.org Debbie Farmer 781-812-6404 deborah.farmer@tuftsmedicine.org Lisa Flanagan 7 1-338-7743 **UR** Laurie Lakin 781-462-1616 Laurie.lakin@tuftsmedicine.org	781-338-7712
82	External	External	Reliant Medical Group Framingham	Reliant	Deb Sabatalo (Admin) - contact first 508-581-0044	508-453-8116
86	External	External	Southboro Medical Associates Metrowest Framingham	Reliant	Deb Sabatalo (Admin) - contact first 508-581-0044 Cheryl Flynn 508-620-4238 Lauren Goeliner 508-872-1107	508-453-8116 508-620-6408
101	External	External	Hallmark Health Systems	NEQCA	**HMO** Emmy Sutera 781-369-5654 Emmet.L.Sutera@tuftsmedicine.org Debbie Farmer 781-812-6404 deborah.farmer@tuftsmedicine.org Lisa Flanagan 7 1-338-7743 **UR** Laurie Lakin 781-462-1616 Laurie.lakin@tuftsmedicine.org	**HMO** 781-338-7712

For Questions, please contact Darlene Burgess at 781-612-2599

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103	External	Internal	Emerson/ Lincoln/Bedford Medical Associates	MGB	**Care Management** Michelle McMullin 978-505-6039 (Contact First) Elizabeth Cronin 978-831-4842 Lewis Chilumuna 978-549-9848 **Utilization Management** **Please refernce Internal log**	**HMO** 978-287-3135
116	External	Internal	Charles River Medical - Framingham	CRMA	**HMO** Renee Robinson 508-655-0064 MaryBeth Joyce 781-801-3399	**HMO** 774-498-2011
117	External	Internal	Charles River Medical - Natick	CRMA	**HMO** Renee Robinson 508-655-0064 MaryBeth Joyce 781-801-3399	**HMO** 774-498-2011
118	External	Internal	Charles River Medical - Marlboro	CRMA	**HMO** Renee Robinson 508-655-0064 MaryBeth Joyce 781-801-3399	**HMO** 774-498-2011
158	External	External	Atruis Health Norfolk	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660 Gina Racine 617-421-8800	617-421-2547 617-421-2551
167	External	Internal	MGBMG Northern MA	MGB	bchambers@mgb.org; jmpiper@mgb.org; ssnow3@mgb.org;	HMO

HMO and PPO IPA#	HMO Care Management Designation	Utilization Management Designation	TMP Medical Group Name	IDN	Registered Nurse Care Manager (RNCM)	Clinical Fax Number
186	External	External	Lowell PHO	TMIN	**HMO** Emmy Sutera 781-369-5654 Emmet.L.Sutera@tuftsmedicine.org Debbie Farmer 781-812-6404 deborah.farmer@tuftsmedicine.org Lisa Flanagan 7 1-338-7743 **UR** Laurie Lakin 781-462-1616 Laurie.lakin@tuftsmedicine.org	**HMO** 781-338-7712
189	External	Internal	MGBCP	MGB	sjhernandez@mgb.org; rterrazzano@mgb.org	HMO
229	External	External	Atriuis Health -Quincy	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660 Debra Densmore 781-849-2408	617-421-2547 617-421-2551
230	External	External	Atrius Health -Weymouth	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660 Debra Densmore 781-849-2408	617-421-2547 617-421-2551
300	External	External	Atrius Health -Norwood	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660 Julie Farian 781-431-5223	617-421-2547 617-421-2551
301	External	External	Atrius Health -Dedham	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660 Gina Racine 617-421-8800	617-421-2547 617-421-2551
302	External	External	Atrius Health -Copley	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660 Gina Racine 617-421-8800	617-421-2547 617-421-2551

HMO and PPO IPA#	HMO Care Management Designation	Utilization Management Designation	TMP Medical Group Name	IDN	Registered Nurse Care Manager (RNCM)	Clinical Fax Number
303	External	External	Atrius Health Kenmore	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660 Gina Racine 617-421-8800	617-421-2547 617-421-2551
304	External	External	Atrius Health - PO Square	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660 Debra Densmore 781-849-2408	617-421-2547 617-421-2551
305	External	External	Atrius Health -Braintree	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660 Teen Perron 978-287-9391 Judith Mannion781-849-(6)2451□	617*421-2547 617-421-2551 617-421-2522
306	External	External	Atrius Health - Burlington	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660 Gina Racine 617-421-8800	617-421-2547 617-421-2551
307	External	External	Atrius Health -Cambridge	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660 Teen Perron 978-287-9391	617-421-2547 617-421-2551
308	External	External	Atrius Health -Chelmsford	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660 Joy Enoma 781-306-5206	617-421-2547 617-421-2551

HMO and PPO IPA#	HMO Care Management Designation	Utilization Management Designation	TMP Medical Group Name	IDN	Registered Nurse Care Manager (RNCM)	Clinical Fax Number
309	External	External	Atrius Health -Medford	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660 Kathy Boyd 978-977-4499 Sara Sherman- 781-306-(8)5208	617421-2547 617-421-2551 617-421-2519
310	External	External	Atrius Health -Peobody	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660 Debra Densmore 781-849-2408	617-421-2547 617-421-2551
311	External	External	Atrius Health - Quincy	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660 Joy Enoma 781-306-5206	617-421-2547 617-421-2551
312	External	External	Atrius Health -Somervill e	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660 Joy Enoma 781-306-5206	617-421-2547 617-421-2551
313	External	External	Atrius Health -Watertown	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660 Julie Farian 781-431-5223	617-421-2547 617-421-2551
314	External	External	Atrius Health -Wellesley	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660 Gina Racine 617-541-6556 Christine Roddy 781-431-(4)5227	617421-2547 617-421-2551 617-421-2516

HMO and PPO IPA#	HMO Care Management Designation	Utilization Management Designation	TMP Medical Group Name	IDN	Registered Nurse Care Manager (RNCM)	Clinical Fax Number
315	External	External	Atrius Health -Chestnut Hill	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660 Teen Perron 978-287-9391	617-421-2547 617-421-2551
316	External	External	Atrius Health - Concord	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660 Joy Enoma 978-232-7062	617-421-2547 617-421-2551
319	External	External	Atrius Health -Beverly	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660	617-421-2547 617-421-2551
321	External	External	Atrius Health -Needham	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660 Laurie MCPhillips 774-608-3709	617-421-2547 617-421-2551
322	External	External	Atrius Health -PMG	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660 Laurie MCPhillips 774-608-3709	617-421-2547 617-421-2551
323	External	External	Atrius Health -Taunton	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660 Laurie MCPhillips 774-608-3709	617-421-2547 617-421-2551

HMO and PPO IPA#	HMO Care Management Designation	Utilization Management Designation	TMP Medical Group Name	IDN	Registered Nurse Care Manager (RNCM)	Clinical Fax Number
324	External	External	Atrius Health -Easton	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660 Laurie MCPhillips 774-608-3709	617-421-2547 617-421-2551
329	External	External	Reliant Med Grp HBPC	Reliant	Deb Sabatalo (Admin) - contact first 508-581-0044 Lorretta Dyer, RN 508-721-1171 Diane Aubin, RN 508-721-1120 Kristen Gilchrist, RN 508-671-4065	508-453 8116
330	External	External	Reliant Medical Group, Inc. Auburn	Reliant	Deb Sabatalo (Admin) - contact first 508-581-0044 Christine Polewarczyk, RN 508-721-1181	508-453-8116 508-453-8143 508-453-8022
333	External	External	Reliant Medical Group, Inc. Holden	Reliant	Deb Sabatalo (Admin) - contact first 508-581-0044 Susan Lammi, RN 978-466-3329 Christine Polewarczyk, RN 508-721-1181	508-453-8116 508-453-8014 508-453-8142
334	External	External	Reliant Medical Group, Inc. Leominster	Reliant	Deb Sabatalo (Admin) - contact first 508-581-0044 Karen Kemp, RN 508-671-4065 Stacey Ploof, RN 508-721-1149	508-453-8116 508-453-8078 508-453-8142
335	External	External	Reliant Medical Group, Inc. Milford	Reliant	Deb Sabatalo (Admin) - contact first 508-581-0044 Karen Kemp, RN 508-671-4065 Diane Aubin RN, 508-721-1120	508-453 8116 508-453-8081 508-453-8077

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338	External	External	Reliant Medical Group, Inc. Webster	Reliant	Deb Sabatalo (Admin) - contact first 508-581-0044 Joy Day, RN 508-871-0794	508-453-8116 508-453-8081 508-453-8143
339	External	External	Reliant Medical Group, Inc. Westboro	Reliant	Deb Sabatalo (Admin) - contact first 508-581-0044	508-453-8116 508-453-8077
341	External	External	Reliant Medical Group, Inc. at Shrewsbury	Reliant	Deb Sabatalo (Admin) - contact first 508-581-0044	508-453-8116
342	External	External	Reliant Medical Group, Inc. at Worcester Plantation Street	Reliant	Deb Sabatalo (Admin) - contact first 508-581-0044	508-453-8116 508-453-8067
343	External	External	Reliant Medical Group, Inc. at Worcester Medical Center	Reliant	Deb Sabatalo (Admin) - contact first 508-581-0044	508-453-8116
344	External	External	Reliant Long Term Care	Reliant	Deb Sabatalo (Admin) - contact first 508-581-0044	508-453-8116
384	External	External	Atrius *Acton Medical	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660 Laurie MCPhillips 774-608-3709	HMO

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415	External	Internal	MGBMG Suburban MA	MGB	jwright6@mgb.org; ecarven@mgb.org	HMO
438	External	External	Atrius Health -Weymouth	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660 Gina Racine 617-421-8800	617-421-2547 617-421-2551
440	External	External	Reliant Med Grp Specialists new 1/1/23	Reliant	Deb Sabatalo (Admin) - contact first 508-581-0044	508-453-8116
1AT	External	External	Reliant Medical Group Framingham	Reliant	Deb Sabatalo (Admin) - contact first 508-581-0044	508-453-8116
1AV	External	External	Southboro Medical Associates Metrowest Framingham	Reliant	Deb Sabatalo (Admin) - contact first 508-581-0044 Cheryl Flynn 508-620-4238 Lauren Goeliner 508-872-1107	508-453-8116 508-620-6408
1IF	External	External	Atruis Health Norfolk	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660 Gina Racine 617-421-8800	617-421-2547 617-421-2551

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1CJ	External	External	Atriuis Health -Quincy	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660 Debra Densmore 781-849-2408	617-421-2547 617-421-2551
1CK	External	External	Atrius Health -Weymouth	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660 Debra Densmore 781-849-2408	617-421-2547 617-421-2551
1DN	External	External	Atrius Health -Norwood	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660 Julie Farian 781-431-5223	617-421-2547 617-421-2551
1DO	External	External	Atrius Health -Dedham	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660 Gina Racine 617-421-8800	617-421-2547 617-421-2551
1DP	External	External	Atrius Health -Copley	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660 Gina Racine 617-421-8800	617-421-2547 617-421-2551
1DQ	External	External	Atrius Health Kenmore	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660 Gina Racine 617-421-8800	617-421-2547 617-421-2551

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1DR	External	External	Atrius Health - PO Square	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660 Debra Densmore 781-849-2408	617-421-2547 617-421-2551
1DS	External	External	Atrius Health -Braintree	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660 Teen Perron 978-287-9391 Judith Mannion781-849-(6)2451□	617*421-2547 617-421-2551 617-421-2522
1DT	External	External	Atrius Health - Burlington	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660 Gina Racine 617-421-8800	617-421-2547 617-421-2551
1DU	External	External	Atrius Health -Cambridge	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660 Teen Perron 978-287-9391	617-421-2547 617-421-2551
1DV	External	External	Atrius Health -Chelmsford	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660 Joy Enoma 781-306-5206	617-421-2547 617-421-2551
1DW	External	External	Atrius Health -Medford	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660 Kathy Boyd 978-977-4499 Sara Sherman781-306-(8)5208	617421-2547 617-421-2551 617-421-2519

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1DX	External	External	Atrius Health -Peobody	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660 Debra Densmore 781-849-2408	617-421-2547 617-421-2551
1DY	External	External	Atrius Health - Quincy	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660 Joy Enoma 781-306-5206	617-421-2547 617-421-2551
1DZ	External	External	Atrius Health -Somervill e	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660 Joy Enoma 781-306-5206	617-421-2547 617-421-2551
1EA	External	External	Atrius Health -Watertown	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660 Julie Farian 781-431-5223	617-421-2547 617-421-2551
1EB	External	External	Atrius Health -Wellesley	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660 Gina Racine 617-541-6556 Christine Roddy 781-431-(4)5227	617421-2547 617-421-2551 617-421-2516
1EC	External	External	Atrius Health -Chestnut Hill	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660 Teen Perron 978-287-9391	617-421-2547 617-421-2551

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1ED	External	External	Atrius Health - Concord	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660 Joy Enoma 978-232-7062	617-421-2547 617-421-2551
1EE	External	External	Atrius Health -Beverly	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660	617-421-2547 617-421-2551
1EF	External	External	Atrius Health -Needham	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660 Laurie MCPhillips 774-608-3709	617-421-2547 617-421-2551
1EG	External	External	Atrius Health -PMG	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660 Laurie MCPhillips 774-608-3709	617-421-2547 617-421-2551
1JD	External	External	Atrius Health -Taunton	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660 Laurie MCPhillips 774-608-3709	617-421-2547 617-421-2551
1JE	External	External	Atrius Health -Easton	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660 Laurie MCPhillips 774-608-3709	617-421-2547 617-421-2551

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1EJ	External	External	Reliant Med Grp HBPC	Reliant	Deb Sabatalo (Admin) - contact first 508-581-0044 Lorretta Dyer, RN 508-721-1171 Diane Aubin, RN 508-721-1120 Kristen Gilchrist, RN 508-671-4065	508-453 8116
1EK	External	External	Reliant Medical Group, Inc. Auburn	Reliant	Deb Sabatalo (Admin) - contact first 508-581-0044 Christine Polewarczyk, RN 508-721-1181	508-453-8116 508-453-8143 508-453-8022
1EL	External	External	Reliant Medical Group, Inc. Holden	Reliant	Deb Sabatalo (Admin) - contact first 508-581-0044 Susan Lammi, RN 978-466-3329 Christine Polewarczyk, RN 508-721-1181	508-453-8116 508-453-8014 508-453-8142
1EM	External	External	Reliant Medical Group, Inc. Leominster	Reliant	Deb Sabatalo (Admin) - contact first 508-581-0044 Karen Kemp, RN 508-671-4065 Stacey Ploof, RN 508-721-1149	508-453-8116 508-453-8078 508-453-8142
1EN	External	External	Reliant Medical Group, Inc. Milford	Reliant	Deb Sabatalo (Admin) - contact first 508-581-0044 Karen Kemp, RN 508-671-4065 Diane Aubin RN, 508-721-1120	508-453 8116 508-453-8081 508-453-8077
1EO	External	External	Reliant Medical Group, Inc. Webster	Reliant	Deb Sabatalo (Admin) - contact first 508-581-0044 Joy Day, RN 508-871-0794	508-453-8116 508-453-8081 508-453-8143

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1EP	External	External	Reliant Medical Group, Inc. Westboro	Reliant	Deb Sabatalo (Admin) - contact first 508-581-0044	508-453-8116 508-453-8077
1EQ	External	External	Reliant Medical Group, Inc. at Shrewsbury	Reliant	Deb Sabatalo (Admin) - contact first 508-581-0044	508-453-8116
1ER	External	External	Reliant Medical Group, Inc. at Worcester Plantation Street	Reliant	Deb Sabatalo (Admin) - contact first 508-581-0044	508-453-8116 508-453-8067
1ES	External	External	Reliant Medical Group, Inc. at Worcester Medical Center	Reliant	Deb Sabatalo (Admin) - contact first 508-581-0044	508-453-8116
1HE	External	External	Reliant Long Term Care	Reliant	Deb Sabatalo (Admin) - contact first 508-581-0044	508-453-8116
1HW	External	External	Atrius Health -Weymouth	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660 Gina Racine 617-421-8800	617-421-2547 617-421-2551

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1HY	External	External	Reliant Med Grp Specialists new 1/1/23	Reliant	Deb Sabatalo (Admin) - contact first 508-581-0044	508-453-8116
1IV	External	External	Atrius *Acton Medical	Atrius	CM PROGRAM ADMIN HOTLINE 781-292-7660 Laurie MCPhillips 774-608-3709	617-421-2547 617-421-2551

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