

FAQ: Allied Health Contracting

How do I contract a physical, occupational or speech therapy group?

As of January 1, 2018, individual physical, occupational and speech therapists are no longer credentialed. Tufts Health Plan contracts at a “group level” for these services. To contract at the “group level,” providers are asked to fill out the [Ancillary Provider Application](#), a [W-9](#) form and include proof of both professional and general liability insurance. Email this information to allied_contracting@point32health.org or fax the information to 617-673-0909.

If I already have a contracted group, how do I link a provider for payment?

If the group already holds a Commercial products, Tufts Medicare Preferred HMO or Tufts Health Plan Senior Care Options (SCO) Allied Health Contract, simply fill out the [Request Addition of PT/OT/ST Provider to Group](#) form and email it to allied_contracting@point32health.org. **Note:** On the form, be sure to include the date the provider started at your location to ensure there are no future claims issues.

Please note that the add process does not apply to the Tufts Health Public Plans line of business. These contracts allow billing at the group level eliminating the need for the add form.

How can I confirm that the provider was successfully linked?

Linking providers takes about 1-2 weeks to complete. Providers can check on the status by either emailing allied_contracting@point32health.org or calling the appropriate Provider Services phone number:

- Commercial products: 888-884-2404
- Tufts Health Public Plans products: 888-257-1985
- Senior Products: 800-279-9022

If I am a solo ancillary provider, how do I obtain a contract?

For many other services we can contract a provider at the solo level. To apply for a solo contract, providers are asked to fill out the [Ancillary Provider Application](#), a [W-9](#) form and include proof of both professional and general liability insurance. Email this information to allied_contracting@point32health.org or fax the information to 617-673-0909. If the information submitted is complete and accurate, Allied Health Contracting will forward this information to Tufts Health Plan’s Credentialing department. The credentialing phase usually takes about a month to complete. After that step is complete a contract will be sent to you for your signature.

If I need to make a simple address or name change, what is the process?

For a simple “practice” or “mailing” address change, removal or addition, providers are asked to email a Provider Information Change Form for [Medical Providers](#) or [Behavioral Health Providers](#) to Provider_Information_Dept@point32health.org. Be sure to indicate on the form if you are adding, removing or updating an address. For a “payment address change” or “name change” forward this form to allied_contracting@point32health.org.

How do I terminate my contract or leave a group contract?

If you wish to terminate a contract, Tufts Health Plan must receive written notification within 90 days. Notice of termination should be provided in writing, signed with demographic information and a reason for terming. This information can be faxed to 617-673-0909, emailed to allied_contracting@point32health.org, or sent by mail to:



Allied Health Contracting
1 Wellness Way
Canton, MA 02021-1166

If you are leaving one group and moving to another group, email allied_contracting@point32health.org.

If you are a PT, OT or ST provider you can fill out the [Request Addition of PT/OT/ST Provider to Group](#) with the new group information. The previous group can simply notify Tufts Health Plan in writing or by emailing allied_contracting@point32health.org.

I have tried contacting Allied Health Contracting by phone and have not heard back. What do I do to get in touch with someone from this department?

Allied Health Contracting supports thousands of individual and group contracts so the turnaround time to answer a voicemail is within 3 to 5 business days. **Note:** Email is the preferred method of contact for Allied Health Contracting as it establishes a paper trail and can be responded to at any hour. We ask that you try to utilize email (allied_contracting@point32health.org) as the form of communication whenever possible.