

Instructions for Brokers and Employer Group Vendors



As a covered entity and business associate under HIPAA, Tufts Health Plan has policies and procedures regarding the uses and disclosures of protected health information (PHI).

In order for you to receive PHI to perform certain administrative functions on behalf of your employer group clients, we require employer groups to provide written confirmation designating you as their third-party representative or vendor. The following are some instructions on how to comply with these requirements.

Employer Group Vendor Designation Form

In order for you to receive information regarding your employer group client, including member PHI, Tufts Health Plan will require an Employer Group Vendor Designation Form from your client.

Non-Disclosure Agreement (NDA)

In order for you to receive information on behalf of your clients, you must sign an NDA with Tufts Health Plan. The NDA is not specific to any employer group, so it will cover the information you receive on behalf of all of your clients.

Plan Sponsor Certification

If an employer group requests that Tufts Health Plan disclose PHI that is more than enrollment/disenrollment information or summary health information, the Plan Sponsor of the group health plan must sign a Plan Sponsor Certification to certify that they comply with the requirements of 45 C.F.R. § 164.504(f)(2).

If you have further questions about this process, please contact your Tufts Health Plan account manager at **(800) 208-8013**.