

How do I find information about my providers?

- Click the **My Providers** section of *Tufts HealthMember Connect* . This will reveal a list of your current providers.
- Click on a provider's name.

3. On the next page is more information about this provider, including:
 - Name
 - Provider ID
 - Practice name and address
 - Phone numbers
 - Specialty
 - Hospital affiliation
 - Languages
 - Provider contract information

Tip: If needed, you can print out a provider's information by clicking the print icon above the provider's details.

Why aren't there any providers listed under **My Providers**?

If you do not see any providers listed, you have not added any providers to display in the navigation yet.

How do I add a provider to **My Providers**?

1. In the **My Providers** section of *Tufts Health Member Connect*, click **Add/Remove**.



2. On the next page, in the **Display in Navigation and List** column, click the circle that corresponds to the name of the provider you wish to add and click the **Update** button. If you do not see your provider, click the **Add** button.

UPDATE ADD

Add/Remove My Providers

Provider Name	Specialty	Display in Navigation and List	Display in List Only	Remove from List
John Doe MD	Internal Medicine	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

UPDATE ADD

3. On the next page, use the search criteria to find your provider and click the **Search** button.

Add Provider Search

Member Jane Doe

Product Tufts Health Together

Search Options

Type of Provider PCP and/or

Provider
(Last Name Example - Smith, John)

Provider Practice

Network

Location

Hospital

Provider Preferences

Sex Language

Type Ethnicity

SEARCH CLEAR

4. On the next page, browse through the search results to find your provider. Click the **Select** button on the row that corresponds to your provider's name.

Provider Search Results								
Select	Name	Specialty	Address	Phone Number	Product	Network	Effective Dates	Proximity
<input type="button" value="Select"/>	Jane Doe MD 9XXXXXXX No PCP Panel Report Available	Emergency Medicine	Street Address, City, State, Zip	None	Tufts Health Together (Masshealth)	Tufts Health Plan	1 Jul 1997-None	Map Driving Directions
<input type="button" value="Select"/>	Jack Doe MD 9XXXXXXX No PCP Panel Report Available	Occupational Therapist	Street Address, City, State, Zip	xxx-xxx-xxxx	Tufts Health Together (Masshealth)	Tufts Health Plan	30 Apr 2008-None	Map Driving Directions
<input type="button" value="Select"/>	John Doe MD 9XXXXXXX No PCP Panel Report Available	Emergency Medicine	Street Address, City, State, Zip	None	Tufts Health Together (Masshealth)	Tufts Health Plan	1 Jul 1997-None	Map Driving Directions

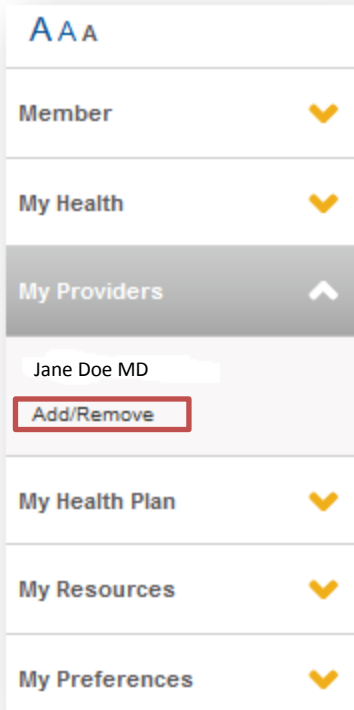
5. On the next page, in the **Display in Navigation and List** column, click the circle that corresponds to the name of the provider you wish to add and click the **Update** button to add the provider to the **My Providers** section.

Add/Remove My Providers				
Provider Name	Specialty	Display in Navigation and List	Display in List Only	Remove from List
Jane Doe MD	Internal Medicine	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Jack Doe MD	Internal Medicine	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please note: You cannot search for an Americans with Disabilities Act (ADA)-accessible provider using the *Tufts Health Member Connect* "Provider Directory." However, the Find a Doctor, Hospital, or Pharmacy tool on tuftshealthplan.com allows you to see which providers have access for individuals who are physically disabled.

How do I remove a provider from **My Providers**?

1. In the **My Providers** section of *Tufts Health Member Connect*, click **Add/Remove**.

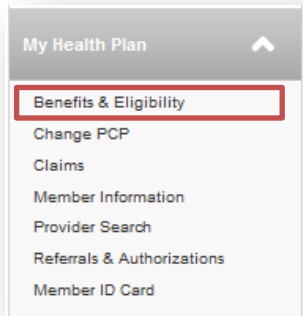


2. On the next page, you will see a list of your current providers. In the **Remove from List** column, click the circle that corresponds to the name of the provider you wish to remove and click the **Update** button.

Add/Remove My Providers				
Provider Name	Specialty	Display in Navigation and List	Display in List Only	Remove from List
Jane Doe MD	Internal Medicine	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

How do I view my benefits and eligibility?

1. Under the **My Health Plan** section of *Tufts Health Member Connect*, click **Benefits & Eligibility**.

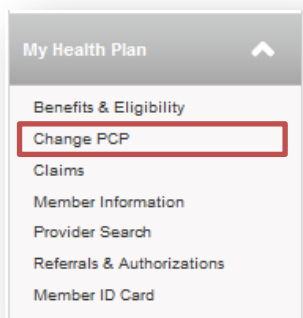


2. On the next page is a summary of your benefits and eligibility status.

Tip: To view more detailed information about your benefits, click the link next to **Benefit Document(s)**.

How do I select or change my PCP?

1. Under the **My Health Plan** section of *Tufts Health Member Connect*, click **Change PCP**.



- On the next page, use the search criteria to find your new PCP and click the **Search** button.

Change Your PCP

Member: JOHN DOE

Search Options

Type of Provider:

Provider: Provider Name Provider NPI
(Example: Smith, John)

Provider Practice: Practice Name Practice NPI

Location:

Hospital:

Provider Preferences

Sex: Language:

Accepting: New Patients Ethnicity:

- On the next page, browse through the search results to find your new PCP. Click the **Select** button on the row that corresponds to your new PCP's name.

Select	Name	Specialty	Address	Phone Number	Product	Network	Effective Dates	Proximity
<input type="button" value="Select"/>	Jane Doe MD 9XXXXXX John Doe Provider Office	Pediatric Medicine	John Doe Provider Office Street Address, City, State, Zip	xxx-xxx-xxxx	Tufts Health Together (Masshealth)	Tufts Health Plan	3 Dec 2013-None	Map Driving Directions
<input type="button" value="Select"/>	Jane Doe MD 9XXXXXX John Doe Provider Office	Family Practice	John Doe Provider Office Street Address, City, State, Zip	xxx-xxx-xxxx	Tufts Health Together (Masshealth)	Tufts Health Plan	28 Aug 2013-None	Map Driving Directions
<input type="button" value="Select"/>	Jane Doe MD 9XXXXXX John Doe Provider Office	Family Practice	John Doe Provider Office Street Address, City, State, Zip	xxx-xxx-xxxx	Tufts Health Together (Masshealth)	Tufts Health Plan	31 May 2012-None	Map Driving Directions

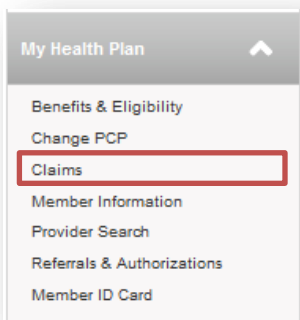
- On the next page, click the **Accept** button. Please allow 24 hours for your PCP change to take effect. Changes will be reflected in your *Tufts Health Member Connect* account within 36 hours.

Change PCP	
Member	JOHN DOE
Product	Tufts Health Together
Current PCP	Jane Doe MD
New PCP	Jack Doe MD
Reason for Change	No Reason Given <input type="button" value="v"/>
<input type="button" value="Accept"/> <input type="button" value="Cancel"/>	

Please note: You cannot search for an Americans with Disabilities Act (ADA)-accessible provider using the *Tufts Health Member Connect* "Provider Directory." However, the Find a Doctor, Hospital, or Pharmacy tool on tuftshealthplan.com allows you to see which providers have access for individuals who are physically disabled.

How do I view claims?

- Under the **My Health Plan** section of *Tufts Health Member Connect*, click **Claims**.

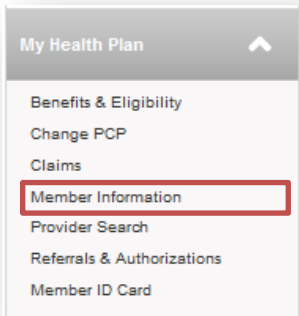


- On the next page, a table will show all medical claims submitted by your providers. For more detailed information about a specific claim, click on its **Claim Number**.

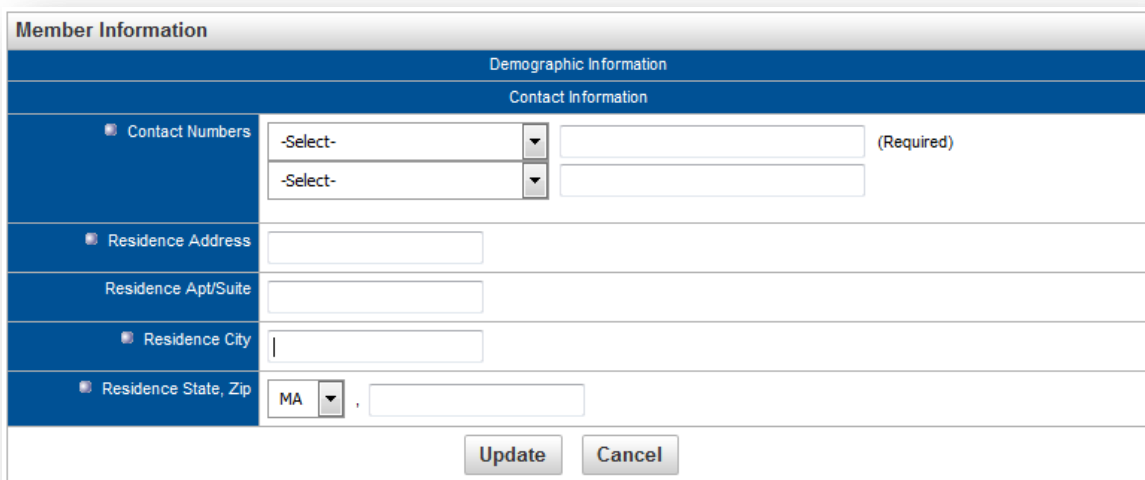
Tip: You can sort your claims by claim number, date of service, provider, total billed, total patient responsibility, total paid and status by clicking the top of each column in the table.

How do I update my contact information?

1. Under the **My Health Plan** section of *Tufts Health Member Connect*, click **Member Information**.

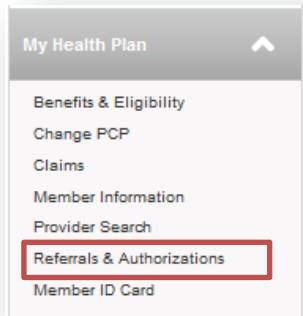


2. On the next page, click the **Change** button, which is below your current Contact Information.
3. On the next page, update your contact information using the available fields and click the **Update** button.

A screenshot of a web form titled "Member Information". The form is divided into two sections: "Demographic Information" and "Contact Information". The "Contact Information" section contains several fields: "Contact Numbers" with two dropdown menus (both set to "-Select-") and text input boxes, with "(Required)" next to the first box; "Residence Address" with a text input box; "Residence Apt/Suite" with a text input box; "Residence City" with a text input box; and "Residence State, Zip" with a dropdown menu set to "MA", a comma, and a text input box. At the bottom of the form are "Update" and "Cancel" buttons.

How do I view referrals and authorizations?

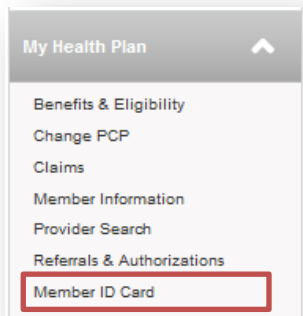
1. Under the **My Health Plan** section of *Tufts Health Member Connect*, click **Referrals and Authorizations**.



2. On the next page, a table will show past and current referrals and authorizations, along with the statuses of each. For more detailed information about a specific referral, click on its **Referral Authorization Number**.

How do I view or print my member ID card?

1. Under the **My Health Plan** section of *Tufts Health Member Connect*, click **Member ID Card**.



2. On the next page, click the **View Member ID Card** button to download a PDF of your member ID card that you can print.

Your member ID card

Your member ID card identifies you as a member of *Tufts Health Together*. Show it to your doctors and pharmacists before you get services. If you need a new card, you can request one below and we'll mail it to you.

If you have moved, please call MassHealth and us to update your address before you order a new member ID card. We want to be sure we mail it to the correct address.

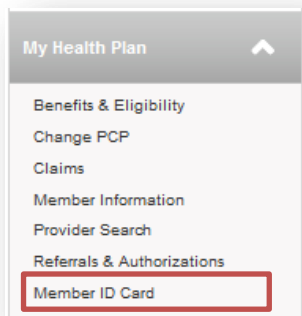
- Call the MassHealth's customer service center at 800-841-2900 (TTY: 800-497-4648), Monday through Friday, from 8 a.m. to 5 p.m.
- Call us at 888-257-1985 (TTY: 888-391-5535), Monday through Friday, from 8 a.m. to 5 p.m.

Please note: You cannot request an ID card for members who are 18 years old and older.

[View Member ID Card](#)

How do I request a new member ID card?

1. Under the **My Health Plan** section of *Tufts Health Member Connect*, click **Member ID Card**.



My Health Plan

- Benefits & Eligibility
- Change PCP
- Claims
- Member Information
- Provider Search
- Referrals & Authorizations
- Member ID Card**

2. On the next page, review your information and, if satisfied, click the **Submit** button to request a new member ID card.

Request an ID Card			
	Name	Member ID	Relationship
<input checked="" type="checkbox"/>	Jane Doe	9XXXXXXXXXX	Self
Submit		Cancel	

What is the treatment cost estimator?

The treatment cost estimator provides a cost estimate for 38 services (e.g., blood count tests, cardiac catheterization) based on the benefit plan covering the member on the date of service.

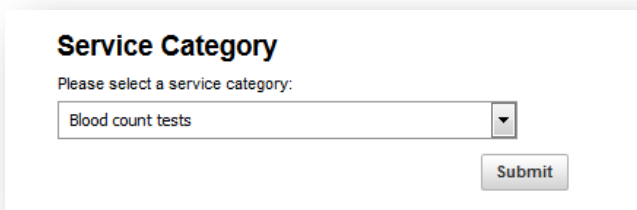
The information given is for estimated costs. The actual amount that you will be responsible to pay may vary due to unforeseen circumstances that arise out of your admission, procedure or service. Additionally, coverage and payment amounts are based on the benefit plan covering you on the date of service, as well as your continued eligibility.

How do I use the treatment cost estimator?

1. Under the **My Resources** section of *Tufts Health Member Connect*, click **Treatment Cost Estimator**.



2. On the next page, choose a **Service Category** from the drop-down menu and click the **Submit** button.

A screenshot of a web form titled "Service Category". Below the title, it says "Please select a service category:". There is a drop-down menu with "Blood count tests" selected. To the right of the drop-down menu is a "Submit" button.

3. On the next page, a table will show the servicing providers for the treatment you selected, along with estimated costs of the treatment.

Service Category Selected: Blood count tests

Servicing Provider	Cost to plan	Co-payment	Co-insurance
Jane Doe Corp.	\$11.81	\$0.00	0%
Jane Doe Hospital	\$11.81	\$0.00	0%
Jane Doe Inc.	\$11.81	\$0.00	0%
Jane Doe LLC	\$11.81	\$0.00	0%
Jane Doe Medical Center	\$11.81	\$0.00	0%
Jane Doe Corp.	\$11.81	\$0.00	0%
Jane Doe Hospital	\$12.87	\$0.00	0%
Jane Doe Inc.	\$12.87	\$0.00	0%
Jane Doe LLC	\$12.87	\$0.00	0%