

## **TUFTS HEALTH MEMBER CONNECT USER GUIDE**

This user guide provides answers to questions you may have about *Tufts Health Member Connect*.

### **Table of Contents**

What is <i>Tufts Health Member Connect</i> ?	2
How do I create a <i>Tufts Health Member Connect</i> user ID and password?	2
How do I log in to <i>Tufts Health Member Connect</i> ?	3
What if I lose my user ID and password?	3
How do I find information about my providers?	4
Why aren't there any providers listed under My Providers?	4
How do I add a provider to My Providers?	5
How do I remove a provider from My Providers?	7
How do I view my benefits and eligibility?	8
How do I select or change my PCP?	8
How do I view claims?	10
How do I update my contact information?	11
How do I view referrals and authorizations?	12
How do I view or print my member ID card?	12
How do I request a new member ID card?	13
What is the treatment cost estimator?	14
How do I use the treatment cost estimator?	14

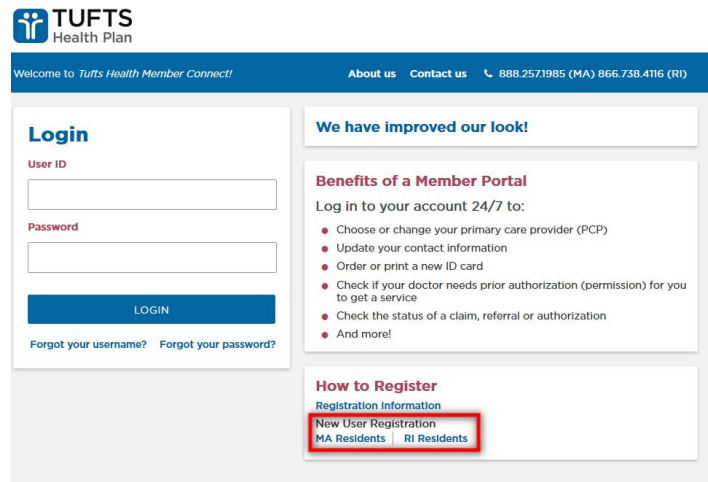
## What is *Tufts Health Member Connect*?

*Tufts Health Member Connect* is our online portal that allows you to manage your health care 24 hours a day, seven days a week. After logging in, you can complete the following in one session:

- Choose or change your primary care provider (PCP)
- Check if your doctor needs to get prior authorization (permission) for you to get a service
- Check the status of a claim or authorization
- View or print your member ID card
- Update your contact information

## How do I create a *Tufts Health Member Connect* user ID and password?

1. On the *Tufts Health Member Connect* login page, click the **New User Registration** link and follow the instructions on the next page.



**TUFTS**  
Health Plan

Welcome to *Tufts Health Member Connect!* [About us](#) [Contact us](#) 888.257.1985 (MA) 866.738.4116 (RI)

### Login

User ID

Password

**LOGIN**

[Forgot your username?](#) [Forgot your password?](#)

### We have improved our look!

#### Benefits of a Member Portal

Log in to your account 24/7 to:

- Choose or change your primary care provider (PCP)
- Update your contact information
- Order or print a new ID card
- Check if your doctor needs prior authorization (permission) for you to get a service
- Check the status of a claim, referral or authorization
- And more!

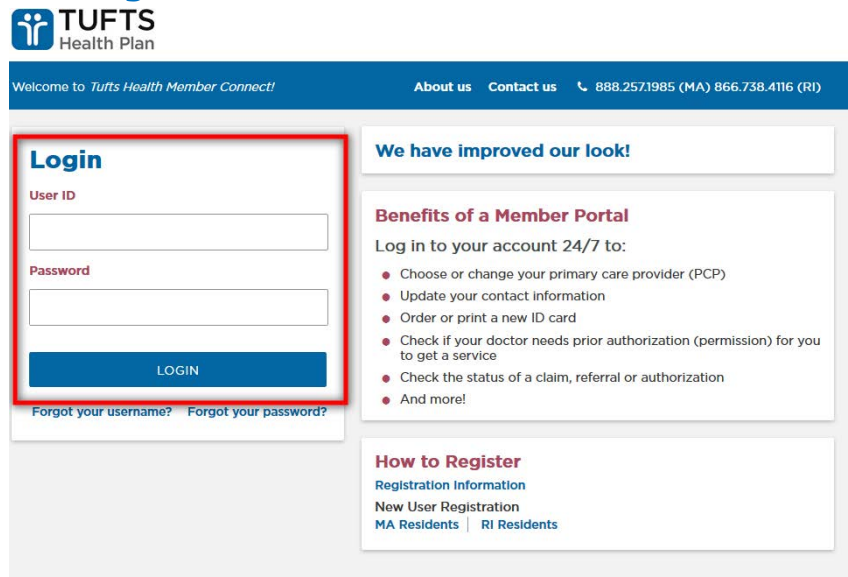
#### How to Register

Registration Information

[New User Registration](#)  
[MA Residents](#) | [RI Residents](#)

## How do I log in to *Tufts Health Member Connect*?

1. Open an internet browser (e.g., Internet Explorer, Google Chrome, Mozilla Firefox).
2. In the browser's address bar, type "tuftshealthplan.com/memberconnect" and press Enter.
3. When the page loads, type your user ID and password in the appropriate fields and click the **Sign In** button.



Welcome to *Tufts Health Member Connect!* [About us](#) [Contact us](#) 888.257.1985 (MA) 866.738.4116 (RI)

### Login

User ID

Password

**LOGIN**

[Forgot your username?](#) [Forgot your password?](#)

### We have improved our look!

#### Benefits of a Member Portal

Log in to your account 24/7 to:

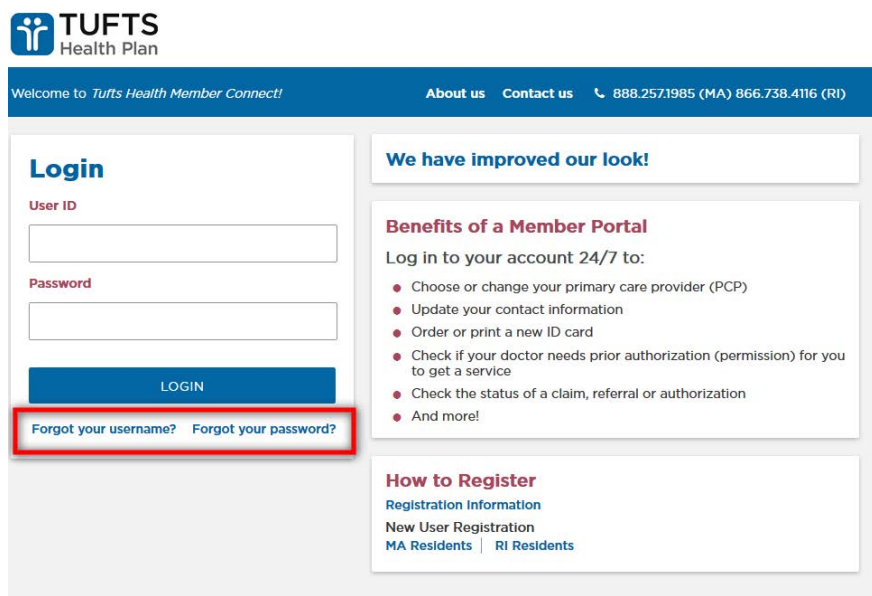
- Choose or change your primary care provider (PCP)
- Update your contact information
- Order or print a new ID card
- Check if your doctor needs prior authorization (permission) for you to get a service
- Check the status of a claim, referral or authorization
- And more!

#### How to Register

[Registration Information](#)  
[New User Registration](#)  
[MA Residents](#) | [RI Residents](#)

## What if I lose my user ID and password?

1. On the *Tufts Health Member Connect* login page, click either the **Forgot Your Password?** or **Forgot Your Username?** link, and follow the instructions on the next page.



Welcome to *Tufts Health Member Connect!* [About us](#) [Contact us](#) 888.257.1985 (MA) 866.738.4116 (RI)

### Login

User ID

Password

**LOGIN**

[Forgot your username?](#) [Forgot your password?](#)

### We have improved our look!

#### Benefits of a Member Portal

Log in to your account 24/7 to:

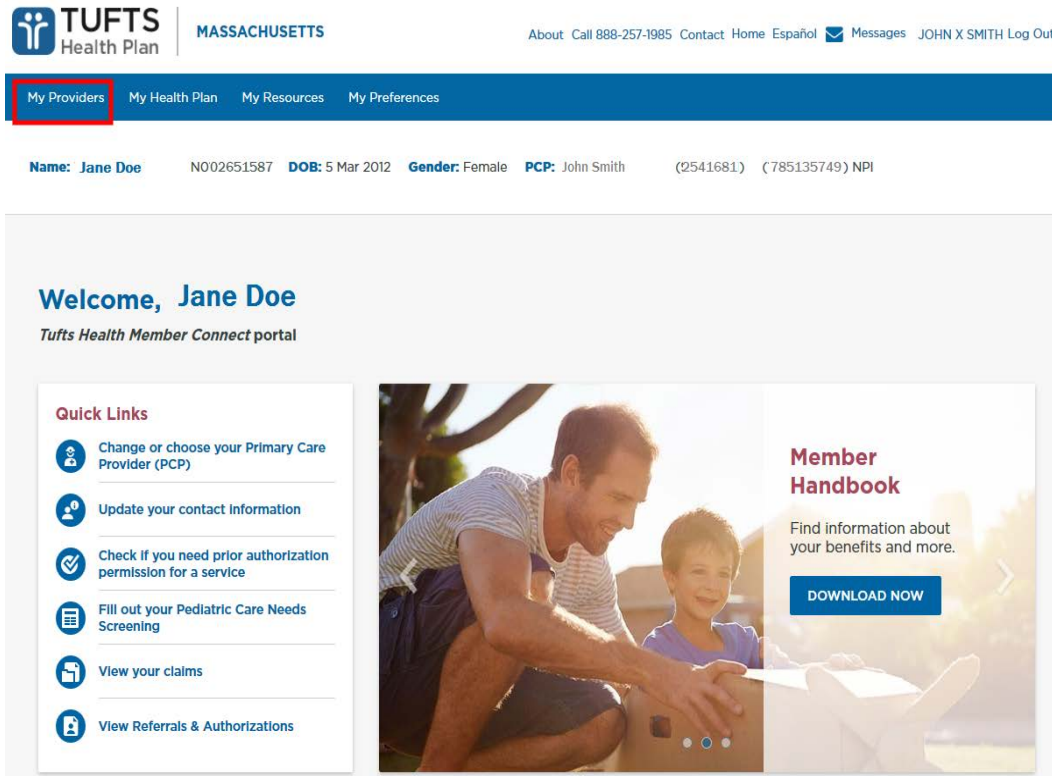
- Choose or change your primary care provider (PCP)
- Update your contact information
- Order or print a new ID card
- Check if your doctor needs prior authorization (permission) for you to get a service
- Check the status of a claim, referral or authorization
- And more!

#### How to Register

[Registration Information](#)  
[New User Registration](#)  
[MA Residents](#) | [RI Residents](#)

## How do I find information about my providers?

1. Click the **My Providers** section of *Tufts Health Member Connect*. This will reveal a list of your current providers.
2. 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.



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**

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

[Help](#)

Select	Name	Specialty	Address	Phone Number	Product	Network	Effective Dates	Status	Proximity
<b>SELECT</b>	ABC Specialty Treatment 9 xxxxxx No PCP Panel Report Available	Behavioral Health	Street Address Boston, MA 02114	(617) 371- 0000	Tufts Health Together	Tufts Health Plan	1 Mar 2018-None	Participating	<a href="#">Map Driving Directions</a>
<b>SELECT</b>	Dr. Jack Doe 9 xxxxxxx No PCP Panel Report Available		Street Address Boston, MA 02114	(617) 371-0000	Tufts Health Together	Tufts Health Plan	1 Mar 2018-None	Participating	<a href="#">Map Driving Directions</a>

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
<a href="#">John Doe MD</a>	Internal Medicine	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
<a href="#">ABC Specialty Treatment</a>	Behavioral Health	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

**UPDATE** **ADD**

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](http://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**.



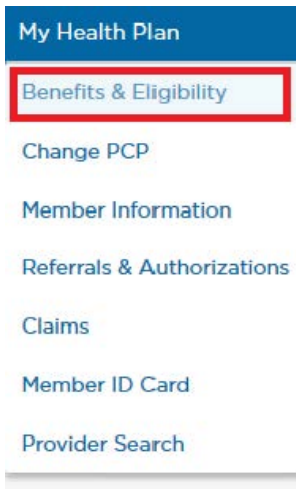
2. On the next page, you will see a list of your current providers. In the **Remove from List** column, click the circle that corresponds to the name of the provider you wish to remove and click the **Update** button.

### Add/Remove My Providers

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

---

**Product** Tufts Health Together

---

Search Options

**Type of Provider** Any PCP

---

**Provider**   Provider Name  Provider ID  Provider NPI  
(Last Name Example - Smith, John)

---

**Provider Practice**   Practice Name  Practice ID  Practice NPI

---

**Network** Childrens Hospital ACO

---

**Location** Any Location

---

**Hospital** Any Hospital

---

Provider Preferences

**Sex** Any Sex **Language** Any Language

---

**Accepting**  New Patients  Medicare **Ethnicity** Any Ethnicity

---

**SEARCH** CLEAR

- 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.

### Provider Search Results

[Help](#)

Select	Name	Specialty	Address	Phone Number	Product	Network	Effective Dates	Status	Proximity
<b>SELECT</b>	Dr. John Smith 95 xxxxxx ABC Specialty Treatment	Pediatric Medicine	189 West Street Boston, MA 02101	(781) 362-4545	Tufts Health Together	Tufts Health Plan	1 Mar 2018-None	Participating	<a href="#">Map Driving Directions</a>
<b>SELECT</b>	Dr. Thomas Brady 9xxxxxxx XYZ Specialty Treatment	Pediatric Medicine	152 North Street Boston, MA 02101	(781) 101-5689	Tufts Health Together	Tufts Health Plan	1 Mar 2018-None	Participating	<a href="#">Map Driving Directions</a>

- 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 48 hours.

Please allow 24 hours for your PCP change to take effect. Changes will be reflected in your *Tufts Health Connect* account within 48 hours.

**Change PCP**

Member: John Doe

Product: Tufts Health Together

Current PCP: Dr. John Smith MD

New PCP: Dr. Jon Jones MD

Reason for Change: No Reason Given

Established Patient: -Select-

**ACCEPT** 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](http://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**.

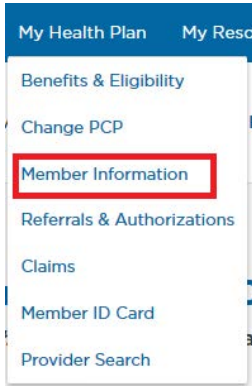


- On the next page, a table will show all medical claims submitted by your providers. For more detailed information about a specific claim, click on its **Claim Number**.

**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.

### Member Information

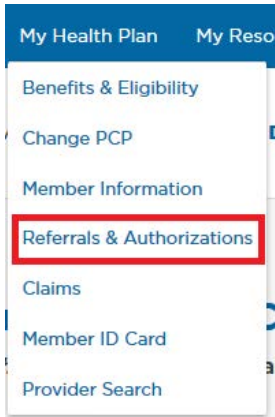
#### Demographic Information

#### Contact Information

	<input type="text" value="-Select-"/>	<input type="text"/>	(Required)
▫ Contact Numbers	<input type="text" value="-Select-"/>	<input type="text"/>	(Required)
▫ Residence Address	<input type="text"/>	Mailing Address	<input type="text"/>
Residence Apt/Suite	<input type="text"/>	Mailing Apt/Suite	<input type="text"/>
▫ Residence City	<input type="text"/>	▫ Mailing City	<input type="text"/>
▫ Residence State, Zip	MA <input type="text" value="02176"/>	Mailing State, Zip	MA <input type="text" value="02176"/>
Mailing Country	UNITED STATES <input type="text"/>		

## 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 Plan. 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**.



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"/>	Doe, Jane	NOXXXXXXXX	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.

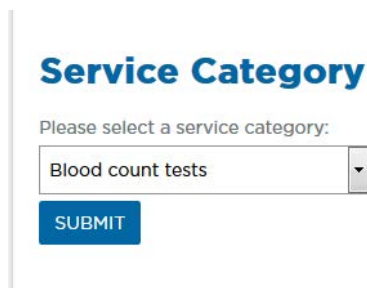
The information given is for estimated costs. The actual amount that you will be responsible to pay may vary due to unforeseen circumstances that arise out of your admission, procedure or service. Additionally, coverage and payment amounts are based on the benefit plan covering you on the date of service, 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 is the instruction "Please select a service category:". There is a drop-down menu with "Blood count tests" selected. Below the menu is a blue "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
ABC Medical	\$11.81	\$0.00	0%
XYZ Diagnostics	\$11.81	\$0.00	0%
Sterling, Cooper, Draper, Price Medical Center	\$11.81	\$0.00	0%
Dr. John Doe	\$11.81	\$0.00	0%