

## **Provider Frequently Asked Questions (FAQs) on New Codes for Applied Behavioral Analysis (ABA) Services – Commercial Products**

### **Q: Which Tufts Health Plan products adopted the new procedure codes for ABA services?**

A: Effective for July 1, 2019, Tufts Health Plan implemented the new ABA codes for Commercial products (including Tufts Health Freedom Plan). Please note, Tufts Health Direct remains under the old ABA codes.

### **Q: How should claims be billed to Tufts Health Plan?**

A: Refer to the [Autism Payment Policy](#) for the list of ABA codes for Commercial products.

### **Q: Are new authorizations needed?**

A: If an active authorization is already on file, claims billed under the new codes will be processed appropriately until the authorization is exhausted. Providers billing under new codes are required to obtain a new prior authorization in order to utilize the new codes.

Effective April 1, 2020, new authorizations will be needed, and only the new ABA codes should be used when submitting claims.

### **Q: How should I obtain new authorizations?**

A: You can obtain new authorizations by following same authorization process as before. Refer to the [Applied Behavioral Analysis \(ABA\) Autism Service Request](#) form for more information.

### **Q: Who should I contact if I have questions about a current authorization or about the authorization process?**

A: Contact the Tufts Health Plan Behavioral Health Department at **800.208.9565**.

### **Q: Who should I contact if I have questions regarding my ABA contract?**

A: Contact the Behavioral Health Contracting Team via email at [AHCBehavioralHealth@tufts-health.com](mailto:AHCBehavioralHealth@tufts-health.com).

### **Q: What resources are available if I am having claim problems?**

A: Refer to the [Autism Payment Policy](#) and the Claims chapter of the [Commercial Provider Manual](#) for claims processing information. Contact the Provider Service Department at **888.884.2404** for additional assistance, if necessary.