Behavioral Health Self-Service
> User Guide
**Introduction**

Tufts Health Plan created this user guide to illustrate how to navigate and use online self-service tools for Behavioral Health. This guide will provide valuable information on the Tufts Health Plan secure Provider website.

This guide contains general guidelines, helpful hints and instructions on how to view a member’s benefits, obtain notification numbers for outpatient behavioral health services and view authorizations/notifications and claims.

We hope you find this guide useful. For additional information, visit Tufts Health Plan's public Provider website at tuftshealthplan.com/provider.

*Note:* The Interactive Voice Recognition (IVR) system mirrors these steps for requesting prior authorization with one exception.
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General Guidelines and Helpful Hints

1. Whenever you finish a session, be sure to click the “Log Out” button.

2. As a security measure, passwords expire every 60 days. After 60 days, you will be prompted upon logging in to create a new password. Passwords must be 6 to 12 characters in length and contain both letters and numbers.

3. If multiple people need access to your online information, each person must have an account of his or her own. The individual designated as Access Administrator has the ability to set up additional accounts using the Access Administration link in the Self-Service menu or on the Welcome page.
Viewing a Member’s Benefits

Behavioral health and substance use disorder benefits can be viewed online. To access a member’s benefits, follow these steps:

1. **Log in** with your username and password.

2. Select “Eligibility & Benefits” from the navigation menu.

3. Identifying the member: You can enter the member’s ID and suffix or the first name, last name and date of birth.
4. To view benefits, click on the "Benefits" navigation shown below.

5. Go to "Mental Health and Substance Abuse Navigation on the left menu. Click the navigation link for "Mental Health and Substance Abuse." Scroll to the bottom of the page to see both inpatient/outpatient benefits and cost shares.
**Note:** State and/or federal mental health parity information will appear on the member’s benefit information screen.

This plan conforms with the Federal Mental Health Parity law. The member’s plan may determine whether services are medically necessary. Prior authorization may be required for services.

View more information about the [Federal Mental Health Parity law](#).
Submitting an Outpatient Notification

The secure Provider website allows you to submit a notification for treatment with a Tufts Health Plan member. You may request to backdate the notification for up to 30 days. To submit a notification online, follow these steps:

1. Log in with your username and password.
2. Select “Behavioral Health” from the top navigation.
3. From the Mental Health Services menu, select “Mental Health Service Request.”
4. Select the correct outpatient behavioral health provider from the drop-down box.
5. Enter the member’s ID number, date of birth and date of service on which the visits should begin.
6. You need to check the box that says "With this notification, I attest that the
services I am providing to this member continue to meet the Tufts Health Plan Medical Necessity Guidelines for Outpatient Psychotherapy.” Then Click “Submit.”

7. After you submit the information, a confirmation screen will appear.

Visits expire one year from start date of the notification. When additional visits are needed, please submit another notification request. You will receive a certification number for these visits.
Viewing Referrals

The secure Provider website allows you to look up notifications to see how many visits are approved and how many have been used. To view notifications, follow these steps:

1. Log in with your username and password.
2. Select “Referrals” from the top navigation menu.

3. To locate the authorization, search by:
   - Provider ID number (view up to 31 days of your authorizations)
   - Notification/Authorization number
   - Member’s ID or by the member’s first and last names

4. A page displays a list of all authorizations/notifications meeting your search criteria

5. For more details, click on the authorization/notification number.
The Referral Details page displays additional information such as referral ID, date range, number of visits approved and the number of visits utilized based on submitted claims.

<table>
<thead>
<tr>
<th>Referral Details</th>
<th>Details</th>
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<tbody>
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<tr>
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<td>Number of visits remaining:</td>
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</table>

Return to Summary List
Viewing Claims

The secure Provider website allows you to look up claims that you have submitted to Tufts Health Plan, and to see claims that are paid, pending and denied. To view claims online, follow these steps:

1. Log in with your username and password.
2. Select "Claims Status Inquiry" from the navigation menu.

3. To locate the claim, you can search by:
   - Claim number
   - Member’s ID number and claim service period or by the member’s first and last names, date of birth and claim service period
   - Provider (this option will show up to 31 days of claims based on the search criteria)

4. A page displays a list of all claims meeting your search criteria.
5. For more details, click on the member’s ID number. A new page will display detailed information on the claim.

Clicking on a claim will provide further information that is identical to the information contained on the corresponding Explanation of Payment (EOP). This information will display in a new pop-up window.
Contact Information

For questions on eligibility and benefit information, or for assistance on obtaining an authorization, contact the Tufts Health Plan Behavioral Health Department:

**Phone:** 800.208.9565

For training on this or other tools within Tufts Health Plan’s secure Provider website, contact Provider Education:

**Web:** tuftshealthplan.com/provider | Training

**Email:** provider_education@tufts-health.com

**Phone:** 888.306.6307, option #7

For technical assistance with registering for secure access on the secure Provider website, contact Provider Services:

**Email:** network_tech@tufts-health.com

**Phone:** 888.884.2404, option #1