

Frequently Asked Questions to Tufts Health Plan's Credentialing Department during COVID-19 Public Health Emergency

In addition to the below, refer to the following pages for more detailed information regarding COVID-19 updates for providers:

- Tufts Health Plan: [Coronavirus Updates for Providers](#)
- Tufts Health Freedom Plan: [Coronavirus Updates for Providers](#)
- CarePartners of Connecticut: [Coronavirus Updates for Providers](#)

Expedited/Provisional Credentialing

Q: Will Tufts Health Plan expedite credentialing requests? Is this the same plan for all product lines?

A: For practitioners who require credentialing, Tufts Health Plan will make every effort to expedite credentialing requests for all product lines.

Q: Will Tufts Health Plan allow retroactive effective dates?

A: For credentialed practitioners, we are not backdating effective dates.

Telehealth/Telemedicine

Q: Are there credentialing requirements to provide telehealth/telemedicine services?

A: There are no specific telehealth/telemedicine credentialing requirements.

Contracting/Credentialing Requirements

Q: Is Tufts Health Plan expediting contracting services?

A: Please contact the Network Contracting and/or Allied Health Contracting teams. Go to the [Provider Resource Center](#), choose the network(s) you wish to join, then click on **Credentialing + Contracting** under **Forms**.

Q: How is Tufts Health Plan handling COVID-19 emergency and expired licenses?

A: Tufts Health Plan is following the guidance provided by the specific licensing boards regarding the issuance and expiration of licenses.

Q: Will Tufts Health Plan reconsider lifting the restriction of enrolling residents that have not completed training?

A: There are no changes to Tufts Health Plan's usual policy regarding the credentialing of practitioners in a training program.

Q: Medicare is lifting restrictions on enrollment, will Tufts Health Plan be doing the same?

A: A condensed credentialing application for use in a provisional credentialing process is currently in development; however, for the time being practitioners must still complete a [CAQH Proview](#) application.

Q: Will Tufts Health Plan credential a practitioner with disaster/emergency admitting privileges?

A: Yes.

Q: Will you enroll out-of-state practitioners?

A: Tufts Health Plan is waiving the credentialing requirements for out-of-state practitioners deployed only as part of the Public Health Emergency. However, Tufts Health Plan will need to be notified of the deployment of these practitioners in order to perform specific verifications related to Centers for Medicare and Medicaid (CMS) Waiver 1135 granted to the states Tufts Health Plan serves and any other federal and/or state requirements.

Q: Are skilled nursing facilities with a Medicare 1-star rating able to join the network?

A: No. Tufts Health Plan continues to follow existing contracting/credentialing requirements for skilled nursing facilities.

Q: If an in-network facility establishes alternative sites of care (i.e., dormitories, tents, etc.), will Tufts Health Plan require those alternative sites to be separately credentialed?

A: Any alternative sites would be considered part of the facility that established it and no additional credentialing would be required. Tufts Health Plan does require notification of the use of any alternative site by an in-network facility.

Providers should submit the name of the facility establishing the alternative site, address/location of the alternative site, billing information and a W-9 to Provider_Information_Dept@tufts-health.com for Commercial (including Tufts Health Freedom Plan), Tufts Medicare Preferred HMO, and Tufts Health Plan Senior Care Options (SCO) networks and Provider_Data_Request@tufts-health.com for Tufts Health Public Plans.

Q: Are any credentialing steps necessary if a currently credentialed, office-based ambulatory practitioner renders services at a facility but bills under their office-based Tax ID (e.g., Practitioner A renders services at Hospital B, but submits claims using the Tax ID of Medical Group A)? What if the practitioner bills under the facility's Tax ID but isn't currently linked to that facility?

A: Since these practitioners are already credentialed and part of the Tufts Health Plan network(s), there are no additional credentialing requirements; however, additional information may be needed from an enrollment (provider information) perspective.

Please email Provider_Information_Dept@tufts-health.com for Commercial (including Tufts Health Freedom Plan), Tufts Medicare Preferred HMO, and Tufts Health Plan Senior Care Options (SCO) networks and Provider_Data_Request@tufts-health.com for Tufts Health Public Plans for further details.

General/Miscellaneous

Q: Where can providers learn more about information specific to COVID-19?

A: Tufts Health Plan has created the following COVID-19 information pages for providers:

- Tufts Health Plan: [Coronavirus Updates for Providers](#)
- Tufts Health Freedom Plan: [Coronavirus Updates for Providers](#)
- CarePartners of Connecticut: [Coronavirus Updates for Providers](#)