

Electronic Claim Submission Frequently Asked Questions

GENERAL CLAIMS QUESTIONS

Who can I contact with questions regarding electronic claim submission?

Contact EDI Operations by email at edi_operations@tufts-health.com or by calling 888.880.8699, ext. 54042.

How do I arrange setup for electronic claim submission with my clearinghouse?

Contact EDI Operations by email at edi_operations@tufts-health.com with the name of the clearinghouse and your NPI.

What is Tufts Health Plan's payer ID number for submitting electronic claims?

Contact EDI Operations by email at edi_operations@tufts-health.com. Make sure that your NPI is on file and that you are set up to receive claim submission reports from your clearinghouse.

How can I find out if my NPI is on file at Tufts Health Plan?

Call Provider Services at 888.884.2404.

What should I do if I change clearinghouses for submitting electronic claims?

Contact EDI Operations at edi_operations@tufts-health.com with the names of the clearinghouses you are moving from and to. This will help assure that your claims reports are properly delivered.

Can I submit claims to Tufts Health Plan over the Internet?

Tufts Health Plan now offers online claim submission to its providers through [MD On-Line](#), now part of ABILITY® Network. This option is available for professional claims only for all Tufts Health Plan products.

How do I add or delete payees from my electronic claims submissions?

Contact EDI Operations at edi_operations@tufts-health.com with the NPIs you are adding or deleting.

How can I register my NPI with Tufts Health Plan?

Call our Provider Information Department at 888.306.6307, ext. 43153.

Can out-of-plan providers submit claims to Tufts Health Plan electronically?

Obtaining an out-of-plan ID number will allow a noncontracting provider to submit claims electronically. Providers who are not contracted with Tufts Health Plan can submit the [Request for Out-of-Plan ID Number form](#), available in the [Forms](#) section of our website.

Can I submit paper claims to Tufts Health Plan?

Tufts Health Plan encourages direct electronic claim submission, but also accepts paper claim submissions. All paper CMS-1500 and UB-04 claims must be submitted on standard red claim forms.

TUFTS HEALTH PLAN PRODUCTS

For which Tufts Health Plan products can claims be submitted electronically?

Claims can be submitted electronically for all Tufts Health Plan products, including CareLinkSM and Tufts Medicare Preferred HMO.

Can I send claims for all Tufts Health Plan product types in one electronic file?

Yes, claims for all Tufts Health Plan products can be submitted in one file.

To submit CareLink claims, is a separate setup with Tufts Health Plan required if I already have one with Cigna HealthCare?

Although you may be set up with Cigna HealthCare, you must be credentialed and set up with Tufts Health Plan to submit CareLink claims. Contact EDI Operations at edi_operations@tufts-health.com to arrange setup with Tufts Health Plan.

Can I submit US Family Health Plan (USFHP) claims electronically to Tufts Health Plan?

Yes, USFHP claims can be submitted to Tufts Health Plan along with all other Tufts Health Plan claims. You can tell if the member is covered by USFHP, administered by Tufts Health Plan, by referring to the back of the member's ID card. **Please be sure to check the Payer ID.**

DIRECT 837 CLAIM SUBMISSION

Is testing required before sending 837 claim files to Tufts Health Plan?

Yes. For more information on this requirement, refer to the **Testing** section of Tufts Health Plan's [837 Health Care Transaction Claims Standard Companion Guide](#).

How long are the 277CA reports available?

The 277CA reports are retained in your mailbox for two weeks.

ELECTRONIC FUNDS TRANSFER

Does Tufts Health Plan offer electronic funds transfer (EFT)?

Tufts Health Plan offers EFT and the 835 Health Care Claim Payment Advice through PaySpan Health.

Signing up for PaySpan Health is simple, secure and should take only 5-10 minutes to complete. To enroll, you must register as a user on the PaySpan Health [website](#) and click "Register Now." An online step-by-step registration guide is available.

You will need the following items to register:

- Registration code and PIN (If you have not received these from PaySpan, click "Request a Registration Code" or contact PaySpan Health at 877.331.7154, option 1.)
- Tax ID # (TIN)
- Bank routing and account number (found on your check)

If you need assistance or have questions, contact PaySpan by email at providersupport@payspanhealth.com or by calling their Provider Support Team at 877.331.7154, option 1. Provider Support Specialists are available to assist Monday through Friday from 8:00 am to 8:00 pm, Eastern Time.