

Electronic Data Interchange (EDI)

At Tufts Health Plan, we believe that technology not only supports our mission of keeping our members healthy, but also improves the quality of health care by giving you tools to help improve your administrative efficiency. Tufts Health Plan's secure website enhances customer service for our providers by delivering the information you need - when you need it.

With EDI, providers can submit claims and referrals electronically, and receive electronic remittance through PaySpan[®] Health.

DIRECT SUBMISSION

For faster turnaround and more timely payment, providers can send their EDI claims directly to Tufts Health Plan. For direct submission, a provider's billing system is set up to dial directly into the claims system at Tufts Health Plan. Direct claim submission also includes direct support with a Tufts Health Plan EDI analyst for quick resolution of any EDI issues. There are no charges for direct claims submission.

ONLINE CLAIM SUBMISSION

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.

CLEARINGHOUSES

Tufts Health Plan accepts EDI claims from all major clearinghouses. Providers send one electronic file for all of their claims to the clearinghouse. The clearinghouse, in turn, distributes those claims to all of the payers. There is usually a fee associated with using a clearinghouse.

ELECTRONIC REMITTANCE

Whether submissions are made directly, through a clearinghouse, or online through MD On-Line, Tufts Health Plan offers providers electronic remittance through [PaySpan Health](#). Electronic remittance allows providers to automatically post payments and claim denials.

For more information about EDI, please call EDI Operations at 888.880.8699, ext. 54042, or email us at edi_operations@tufts-health.com.