

Search Tips for the Provider Resource Center

The Provider Resource Center is a central repository on Tufts Health Plan’s public Provider [website](#) where providers and office staff can find provider documentation including, but not limited to, provider manuals, payment policies, forms, and clinical and prior authorization criteria. Tufts Health Plan recommends using the following tips to help you find what you are looking for.

Steps for Effective Searching

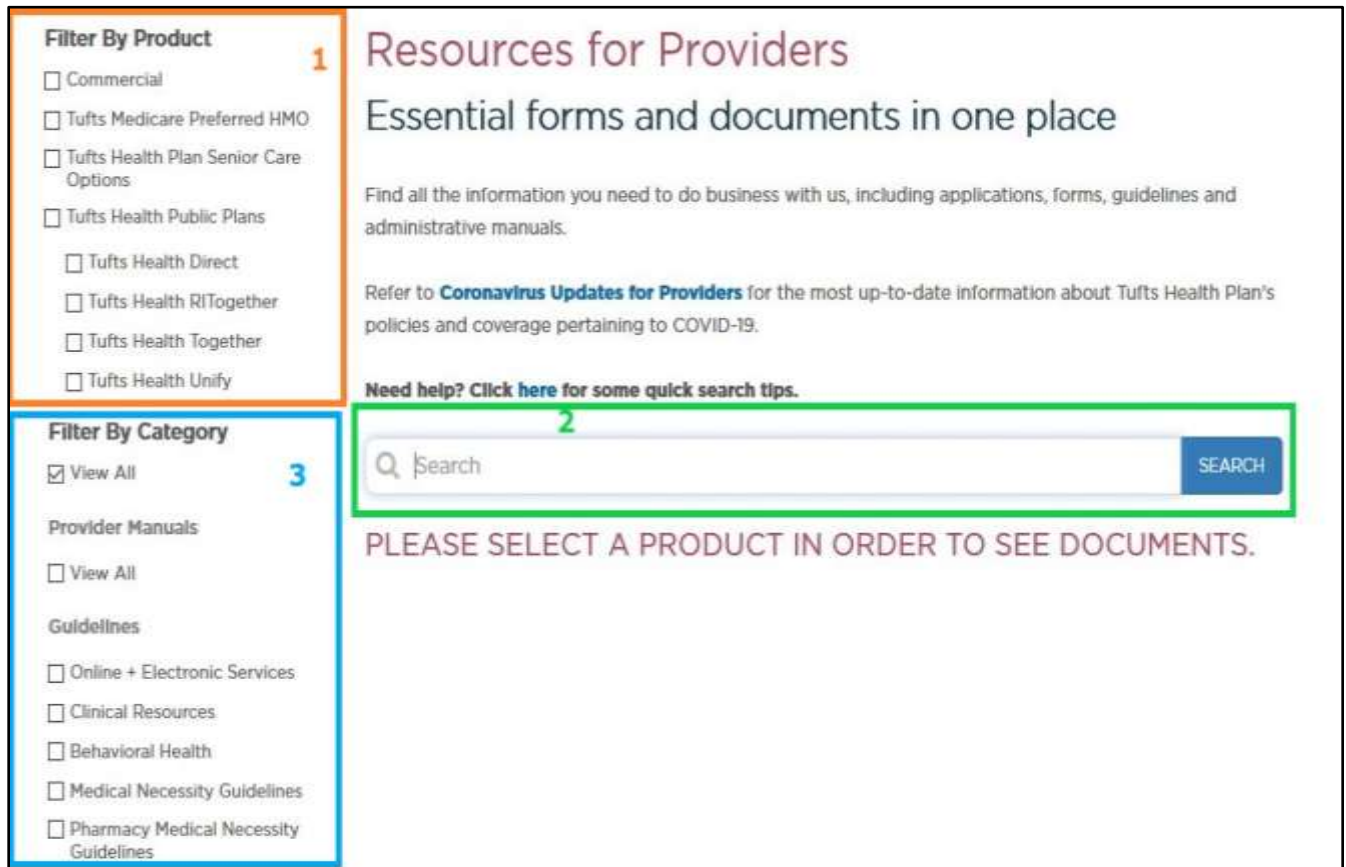
Step 1: Select **Product**.

Step 2: Enter **Search Term**.

Step 3: Filter by **Category** to narrow the search further.

More information about each step is included on page 2.

Note: Search results will only include documentation located within the Resource Center. It will not include results for documentation located on other pages of the public Provider website.



Note: Some categories available in the Resource Center are not captured in this screenshot. For a full list of categories, review the **Filter by Category** section on page 2.

Filter by Product

Filtering by product is required to begin any search. Choose the applicable Product before any search is performed, as shown in **Step 1** above.

Note: You can select as many products as needed, but at least one must be selected to begin the search. If you try to search without selecting a product, you will only see the message: "PLEASE SELECT A PRODUCT IN ORDER TO SEE DOCUMENTS."

Search Term Tips

The following tips will help you return the most accurate results in **Step 2**.

1. Do not use unnecessary words, such as "of" "in" or "and."
2. Do not use special characters, including quotation marks.
3. Use specific, brief search terms whenever possible.

Example: "**Amturnide**" returns one result while "**Amturnide antihypertensive medications**" returns 287 results.

Note: The system processes all text entered in the search as part of the search. The shorter the search query, and the less filler words used, the more likely you are to return a useful result.

Filter by Category

The category filters (**Step 3**) give you the opportunity to further refine your search results.

The categories available in the Resource Center to filter your search results are:

- **Provider Manuals**
- **Guidelines**
- **Payment Policies**
- **Provider Pharmacy**
- **Behavioral Health**
- **Forms**
- **Benefit Summaries**

Note: The subcategories that fall under each of the above are not shown.

The filters can be used without a search query by simply checking off whichever category is needed. This will return all documents within the selected category.