

Tufts Health Freedom Plan Sale Frequently Asked Questions (FAQs) for Providers

Last updated: 1/12/2021

Overview

As of January 1, 2021, UnitedHealthcare now owns Tufts Health Freedom Plan. Updates regarding the transition will be posted here. Please check back regularly.

Key Points

- As of January 1, 2021, UnitedHealthcare now owns Tufts Health Freedom Plan.
- The sale of the Tufts Health Freedom Plan to UnitedHealthcare ensures that New Hampshire employers will continue to have Tufts Health Freedom Plan.

WHO WILL ADMINISTER THINGS SUCH AS BENEFIT ADMINISTRATION, PCP SELECTION, CLAIMS ADJUDICATION, SERVICING, ENROLLMENT, PREMIUM BILLING, ID CARDS?

Tufts Health Plan will continue to administer these aspects of the plan for a period of time in order to ensure a smooth transition.

DOES MY TUFTS HEALTH FREEDOM PLAN PROVIDER CONTRACT APPLY IN NEW HAMPSHIRE?

Yes, if you have a contract to which Tufts Health Freedom Plan is a signatory, you are a Tufts Health Freedom Plan provider and that contract will continue to apply in New Hampshire. This also applies for providers with contracts to which Tufts Health Freedom Plan is a signatory in states bordering New Hampshire. UnitedHealthcare provider contracts apply in all other states. If you are not sure, contact Tufts Health Plan Provider Services at 888.884.2404.

WHOSE FEE SCHEDULES ARE BEING USED?

For Tufts Health Freedom Plan providers in New Hampshire and bordering states, Tufts Health Plan will price provider claims according to Tufts Health Freedom Plan contracted fee schedules.

WILL TUFTS HEALTH PLAN CONTINUE TO ADMINISTER TUFTS HEALTH FREEDOM PLAN PLANS?

Yes, over the next year as UnitedHealthcare prepares systems, Tufts Health Plan will continue to administer Tufts Health Freedom Plan plans. Plans will start moving to the UnitedHealthcare system upon renewal, beginning on July 1, 2021, and concluding on January 1, 2022.

WHOSE ADMINISTRATION POLICIES WILL APPLY?

During the transition time, current Tufts Health Plan administration policies will continue to apply. These policies and processes include prior authorizations, referrals, medical necessity guidelines, payment policies, and all submission channels.

WHAT ABOUT PRICING IF I AM NOT A TUFTS HEALTH FREEDOM PLAN PROVIDER BUT DO HAVE A CONTRACT WITH UNITEDHEALTHCARE?

If you are not a Tufts Health Freedom Plan provider, you will be paid according to your UnitedHealthcare contract rate.

WHAT IF I AM NOT A TUFTS HEALTH FREEDOM PLAN PROVIDER AND DO NOT HAVE A CONTRACT WITH UNITEDHEALTHCARE?

If you are not a Tufts Health Freedom Plan provider and also do not have a contract with UnitedHealthcare, please continue to see Tufts Health Freedom Plan members as you normally would have using Tufts Health Plan's standard administration policies. Providers will continue to use Tufts Health Plan payment policies, submission channels and guidelines. All claims will be submitted to Tufts Health Plan, and then UnitedHealthcare will price the claims outside of New Hampshire and border states. UnitedHealthcare will work directly with you to price claims to avoid member balance billing. Tufts Health Freedom Plan provider contracts apply in New Hampshire (and border providers

contracted with Tufts Health Freedom Plan) and UnitedHealthcare provider contracts apply in all other states.

WHO DO I CALL WITH QUESTIONS?

Providers should continue to call Tufts Health Plan Provider Services at 888.884.2404 for servicing-related questions. Tufts Health Plan will assist with coordination with UnitedHealthcare for pricing or other matters.

WHEN WILL GROUPS BE MIGRATED TO UNITEDHEALTHCARE SYSTEMS?

Starting July 1, 2021, new and existing groups will migrate to UnitedHealthcare systems when their plan renews. A new Member ID will be issued by UnitedHealthcare, along with potential branding changes to the plans. All remaining groups will move to UnitedHealthcare January 1, 2022 (groups with renewal dates of January 1, 2021 to June 30, 2021).

WHERE SHOULD I SUBMIT CLAIMS?

Tufts Health Plan will process claims for all groups until they migrate onto UnitedHealthcare's systems. Starting July 1, 2021, new groups and existing groups that have renewed will migrate to UnitedHealthcare. At this point, UnitedHealthcare will take over claims processing for that group.

Note: this is not a strike date. When the groups migrate over to UnitedHealthcare systems, the plan name will change to a UnitedHealthcare branded plan. UnitedHealthcare will issue a new Member ID card with the new name of the plan and their logo upon migration to the UnitedHealthcare systems.

WHO WILL ADMINISTER INPATIENT NOTIFICATIONS?

Tufts Health Plan will continue to administer inpatient notifications until groups migrate to UnitedHealthcare's systems.

WHICH PBM WILL BE USED? UNITEDHEALTHCARE'S OR CAREMARK?

Tufts Health Freedom Plan holds the contract with CVSC, so this will stay in place. Effective for dates of service on or after July 1, 2021, new groups and existing groups that have renewed will migrate to UnitedHealthcare and UnitedHealthcare's PBM.

WHO IS HANDLING BEHAVIORAL HEALTH AUTHORIZATIONS AND INPATIENT BEHAVIORAL HEALTH REQUESTS?

Tufts Health Plan will continue administering behavioral health authorizations and inpatient behavioral health requests until groups migrate to UnitedHealthcare's systems.

WHO IS HANDLING ART/INFERTILITY QUESTIONS?

Tufts Health Plan will continue handling ART/infertility questions until groups migrate to UnitedHealthcare's systems.

WHO IS HANDLING HIGH-TECH IMAGING REQUESTS?

Tufts Health Plan will continue administering high-tech imaging requests until groups migrate to UnitedHealthcare's systems.

WHO WILL HANDLE THE STATUS OF PROVIDER PAYMENT DISPUTES?

All providers should call Tufts Health Plan Provider Services at 888.884.2404 to address any payment disputes. Tufts Health Plan Provider Services will work across both companies to get payment disputes resolved. Any provider payment disputes for New Hampshire and border states will be handled by Tufts Health Plan. All other provider payment disputes will be handled by UnitedHealthcare.

WILL THIS IMPACT TUFTS HEALTH FREEDOM PLAN MEMBERS' BENEFITS OR COVERAGE?

This change will have no impact on your benefits or coverage for this plan year.

WHO WILL PROVIDE OUT-OF-AREA NETWORK COVERAGE?

UnitedHealthcare will replace both PHCS and Cigna for national out-of-area network coverage.

WILL MEMBERS RECEIVE NEW ID CARDS?

Members will receive new ID cards in early January 2021 with the UnitedHealthcare Choice Plus network logo on the front of the card, which replaces the Cigna or PHCS logo previously on your card.

WHO CAN MEMBERS CALL WITH QUESTIONS?

Members should continue to call Tufts Health Freedom Plan Member Services at the number on the back of their ID cards for any questions.

WHY DIDN'T I HEAR ABOUT THIS CHANGE SOONER?

While there has been some coverage of UnitedHealthcare's plans to acquire Tufts Health Freedom Plan in recent weeks, we could not provide any details until the acquisition agreement was completed and approved. We are committed to making this transition as smooth as possible, without disruption in benefits, service, or access to care.