



Provider Review and Feedback

Tufts Health Plan develops clinical policies based on sound evidence to evaluate the medical appropriateness of health care services. All content is objective and comprised of current scientific evidence and care guidelines. Policies are developed with consideration of individual needs and characteristics (e.g., age, comorbidities, prior treatment and complications) and the availability of services within the local delivery system. The policy review process includes review from experts, participating providers and feedback from consumer groups, medical associations, professional associations and interested parties.

Tufts Health Plan welcomes input and feedback from interested parties including but not limited to practitioners, chronic disease associations, health care professional organizations, consumer advocacy groups, employers and sponsors of health plans who wish to advise or comment on Tufts Health Plan Medical Necessity Guidelines and processes.

Policies are available on Tufts Health Plan's website and upon request.

Providers who wish to review and provide clinical feedback on any medical policy are encouraged to contact Medical Policy at Medical_Necessity_Guideline_Feedback@tufts-health.com.

Emails to the Medical Policy team should **not** contain PHI. Your feedback will be incorporated into the Medical Policy Review process.