

Commercial Provider Resource Guide

This resource guide is updated regularly. For the most current information, view this guide online at tuftshealthplan.com/comm-resource-guide and avoid printing.

ONLINE TOOLS

- Secure Provider [portal](#): Claims submission, claims status, referrals, prior authorizations, electronic remittance advice, member eligibility, panel information and more
- [Provider Resource Center](#): Payment policies, Provider Manual, forms, medical necessity guidelines, pharmacy formularies, behavioral health guidelines and more
- [Provider Update newsletter](#): 60-day notifications and other important business communications for providers

HELPFUL RESOURCES

- [Provider Manual](#) chapters:
 - Referrals, Prior Authorizations and Notifications
 - Claim Requirements, Coordination of Benefits and Payment Disputes
- [Electronic Services](#): Clearinghouse submission (payer ID 04298)
- [Payment Policies and Audit Program](#)
- [Professional Services and Facilities Payment Policy](#)
- [Products Overview and Member ID Card Guide](#)
- [Referring to Out-Of-Network Providers Policy](#)
- [Working with CareLinkSM](#)

EXTERNAL QUICK LINKS

- Claims management: [Change HealthcareTM](#)
- Claims submission: [ABILITYTM](#)
- Credentialing program: [CAQH ProViewTM](#)
- Custom fabricated oral appliances: [SomnoMed[®]](#)
- Eligibility inquiry and response: [NEHEN](#) or [NEHENVet](#)
- Explanation of payment (EOP): [PaySpan[®] Health](#)
- Sleep benefits manager: [eviCore](#)
- Spinal conditions, joint surgery and high-tech imaging/cardiac management: [National Imaging Associates \(NIA\)](#)

IMPORTANT FORMS

- [Find a Doctor](#) search: Check current practice information. To update provider information, complete either the [Standardized Provider Information Change Form](#) or the [Provider Information Change Form](#).
- [W.B. Mason Provider Forms Requisition](#): To order paper referral forms, fax to W.B. Mason at 800.738.3272 or email tuftshealthplan@wbmason.com.
- [Inpatient Notification Form](#): Submit inpatient notification requests on the secure Provider [portal](#) or by faxing this form.

TRAINING AND EDUCATION

Visit the [Training](#) page for information and various online resources for providers and office staff (e.g., office managers meetings, webinars, training videos).

MEMBER RESOURCES

Tufts Health Plan encourages providers to direct members to the following resources:

- [Public website](#)
- Secure member [portal](#): Log in to access information on referrals, authorizations, out-of-pocket maximums, claim summaries, explanation of benefits and more
- [Member Services](#)

HELPFUL ADDRESSES

Claims should be submitted to the addresses outlined below:

Plan	Address
HMO, TMC, POS, EPO, MCP, PPO or Navigator™ by Tufts Health Plan	P.O. Box 9163 Watertown, MA 02471-9163
Cigna PPO or PHCS Healthy Directions (also known as MultiPlan Travel)	
CareLinkSM (primary and shared administration)	
Cigna CareLink SM Note: The appropriate address is located on the back of the member ID card.	P.O. Box 5200, Scranton, PA 18505-5200 OR P.O. Box 182223, Chattanooga, TN 37422-7223
Group Insurance Commission (GIC)	P.O. Box 9185 Watertown, MA 02471-9185
US Family Health Plan (USFHP)	P.O. Box 9195 Watertown, MA 02471-9195

TECHNICAL SUPPORT

Contact Provider Services at 888.884.2404 and select the option for web support or email [Tufts Health Plan Provider Technical Support@tufts-health.com](mailto:Tufts_Health_Plan_Provider_Technical_Support@tufts-health.com).

Browser Note: If you are using an outdated or unsupported browser, certain features on Tufts Health Plan's website may be unavailable. For an improved user experience, upgrade your browser to the latest version of Mozilla Firefox or Google Chrome.

OTHER RESOURCE GUIDES

- [Provider Resource Guide for Senior Products](#) (for Tufts Medicare Preferred HMO and Tufts Health Plan Senior Care Options)
- [Tufts Health Public Plans MA Provider Resource Guide](#)
- [Tufts Health Public Plans RI Provider Resource Guide](#) (for Tufts Health RITogether)

CONTACT INFORMATION

- **Commercial:** 888.884.2404
- Additional [Contact Information for Providers](#)