

Interactive Voice Response (IVR)

Overview

At Tufts Health Plan, technology not only supports our mission of keeping our members healthy, but also improves the quality of health care by giving providers the tools they need to help improve administrative efficiency. The secure Provider [website](#) enhances customer service for providers by offering secure transactions and delivering the information they need – when they need it.

The IVR system is a convenient way to obtain important information over the phone using a fully automated system. You can call Provider Services at 888.884.2404 and select the menu option to use the eligibility and copay inquiry. Simply follow the voice prompts to key in your identifying information and the member's data (see below for information you should have available), and the IVR system will immediately provide:

- Verification of member's eligibility
- Copay amounts for PCP office visits, emergency department visits, surgical day care, and inpatient admissions, including the copays for community and tertiary hospital care

Behavioral health providers can access the behavioral health IVR system at 800.208.9565. Providers can call this number to:

- Obtain initial authorization for new patients with eligibility, benefit and copay information
- Submit the [Behavioral Health — Level of Care Request Form](#) for additional visits
- Check a member's inpatient behavioral health and substance use disorder designated facility assignment

IVR is available 24 hours a day, 7 days a week, for most plan types.

Required Information for IVR Calls

When providers call the IVR system at 888.884.2404 extension 54276, providers will be asked to submit the following information:

1. Provider NPI:
2. Member Tufts Health Plan ID Number (include suffix):
3. Member Date of Birth (MM/DD/YYYY):
4. Enter a 10-digit phone number where you can be reached:
5. If you have an alternate phone number say 'Yes', or press 1, otherwise say 'No' or press 0.
6. Please enter the 10-digit phone number:
7. State the provider's first and last name, and title, followed by spelling of provider's last name:

8. State the caller's first and last name, if different from the provider (audio signature):

For more information on the secure Provider website, contact Provider Services at 888.884.2404, option 6 or network_tech@tufts-health.com.