

Tufts Health Public Plans Massachusetts Products Provider Resource Guide

This resource guide is updated regularly. For the most current information, view this guide online at tuftshealthplan.com/documents/providers/guides/ma-provider-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](#): Provider Manual, payment policies, forms, medical necessity guidelines, pharmacy medical necessity guidelines, behavioral health guidelines and more
- [Provider Update newsletter](#): 60-day notifications and other important business communications for providers

HELPFUL RESOURCES

- [Provider Manual](#)
- [Electronic Services](#): Clearinghouse submission (payer ID 04298)
- [Find a Doctor](#)
- [Payment Policies and Audit Program](#)
- [Professional Services and Facilities Payment Policy](#)
- [Provider Payment Dispute Policy](#)
- [Products Overview and Member ID Card Guide](#)
- [Member Benefits Guide](#)
- [Behavioral Health Resource Guide](#)
- Behavioral Health Prior Authorization (PA) and Notification Grids:
 - [Tufts Health Together and Tufts Health Direct](#)
 - [Tufts Health Unify](#)

CONTACT INFORMATION

- **Tufts Health Public Plans (MA):** 888.257.1985
- Additional [Contact Information for Providers](#)

EXTERNAL QUICK LINKS

- Claims management: [Change Healthcare™](#)
- Credentialing program: [CAQH ProView™](#)
- Eligibility inquiry and response: [NEHEN](#) or [NEHENNet](#)
- Explanation of payment (EOP): [PaySpan® Health](#)
- Claims submission: [ABILITY™](#)

IMPORTANT FORMS

- [Medical Provider Information Form](#)
- [Behavioral Health Provider Information Form](#)
- [Request for Claims Review Form](#)
- [Inpatient Notification 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:

	Address
Mail initial paper claims to:	Tufts Health Public Plans P.O. Box 8115 Park Ridge, IL 60068-8115 Note: Claims requiring additional documentation must be submitted on paper.
File requests for claim review and claim correction:	Tufts Health Public Plans Attn: Provider Payment Disputes P.O. Box 9194 Watertown, MA 02471-9194 Note: Submit the claim in the time frame specified in the provider's contract's terms.

Note: For mailing addresses for Appeals & Grievances, Fraud & Abuse, Pharmacy Utilization and other departments, refer to the [Provider Manual](#).

TECHNICAL SUPPORT

Contact Provider Services at 888.257.1985 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 Commercial Products](#)
- [Provider Resource Guide for Senior Products](#) (Tufts Medicare Preferred HMO and Tufts Health Plan Senior Care Options [SCO])
- [Provider Resource Guide for Tufts Health Public Plans RI](#) (for Tufts Health RITogether)