To check the status of, correct or dispute a claim:

1. Log on to Tufts Health Plan’s secure Provider website.
2. From the list of self-service options, hover over Claims. A dropdown list will appear.
3. Click Claims Inquiry, Rationale, & Adjustments.

4. Use the Search All option to enter any information related to your claim. To narrow your search, use one of the additional options (e.g., Claim Number, Patient Info). Claims meeting your search criteria will display.

5. To view the claim details, click on the claim number.

Note: Claims information is not available for CareLink℠ when Cigna is the primary administrator or for CareLink – Shared Administration. A message for redirection will appear.