Quick Reference Guide: Eligibility and Benefits Inquiry

To check a Tufts Health Plan member’s eligibility and benefits:

Step 1: Log on to Tufts Health Plan’s secure Provider portal.

Step 2: From the list of self-service options, click “Eligibility & Benefits.”

Step 3: Enter the “Provider Name/ID” and the “Member ID.”

Step 4: To access the eligibility information for the member, click “Search.”

Note: Use the Advanced Search option to search by additional criteria.

Step 5: Click the “Benefits” tab to view specific benefit information by category.

Note: This tab is not available for CareLinkSM when Cigna is the primary administrator or CareLinkSM–Shared Administration members.

Step 6: Click the “Deductible” and/or “Out of Pocket Maximum” tab(s) to view member cost-share information.