Quick Reference Guide: Referral Inquiry

To perform a referral inquiry:

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

Step 2: From the list of self-service options, hover over “Referrals.” A drop-down list will appear.

Step 3: Click “Referral Inquiry.”

Note: You can only search for authorizations for the NPIs to which you have access. If you manage multiple providers in a group practice, make sure you have access rights to all providers with whom you work.

Step 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., Provider Info, Referral Number).

Step 5: The results will display a list of referrals that meet your search criteria.

Note: To view full details of a referral, click on the referral number within the highlighted row.

The following screen displays: