

Quick Reference Guide: Referral Submission

The Quick Reference Guide for contains the steps a user should take to submit an in-network referral for medical services. The referral submission functionality should not be used for the following:

- Behavioral Health services. Refer to the [Behavioral Health Prior Authorization and Portal User Guide](#).
- Out-of-network (OON) referrals. OON referrals require the signature of the Provider Unit's Physician Reviewer.

OVERVIEW

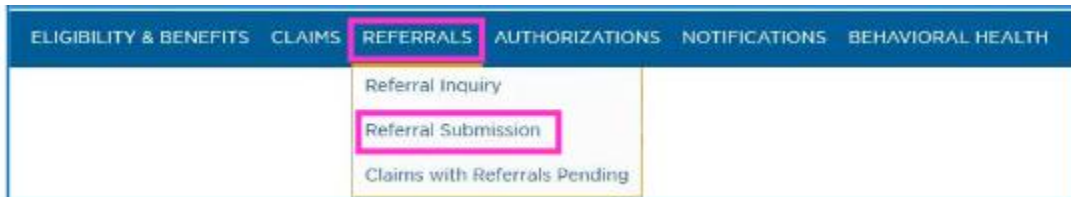
Registered users can view the status of a claim using the secure Provider portal. **Note:** Claims information is not available for CareLink when Cigna is the primary administrator of for CareLink – Shared Administration. A message for redirection will display.

How to check the status of, correct or dispute a claim:

Step 1: Log on to the secure Provider [portal](#).

Step 2: From the main menu, click "Referral Submission."

Note: Historical referral submission is available for up to 180 days after the start date of the referral.



Step 3: Enter the member's Tufts Health Plan ID, including the suffix and member's date of birth, and click "Submit."

Step 4: Complete the required fields with the appropriate referral information and click "Submit."

Step 5: Review the information entered is accurate. If so, click "Confirm."

RESULT: A referral ID will be generated and the referring provider, the referred to provider and the member will all be able to view the referral electronically through their own accounts.

Referral (Specialty Care Certification) ID	
XCK12345	
Referring Physician Name/ID (Requester Name/ID)	
1234567890 EASTON, BETH S., MD	
Member ID	Date of Birth
123456789 01 MOLLY WELLNESS	02/14/1965
Referred to Provider ID (Service Provider ID)	Date of Service
9876543210 MITCHELL, WILLIAM B., MD	06/14/2017
Diagnosis Code	Quantity of Visits
	6