

Tufts Health RITogether Provider Resource Guide

USE OUR ONLINE TOOLS

You can find answers to most of your questions with the following online tools:

tuftshealthplan.com/providerconnect

Use *Tufts Health Provider Connect* to:

- Submit claims
- Check the status of claims, referrals and prior authorizations
- View explanations of payment (EOPs)
- Get remittance advice
- Verify member eligibility
- Check your primary care patient panel

tuftshealthplan.com

Visit our website to access:

- Payment policies and coverage guidelines
- Benefit summary grids
- Our *Tufts Health RITogether Provider Manual*
- Provider forms
- News articles and business updates
- Our *Preferred Drug List*

Provider Update

Read our quarterly e-newsletter to get updates about:

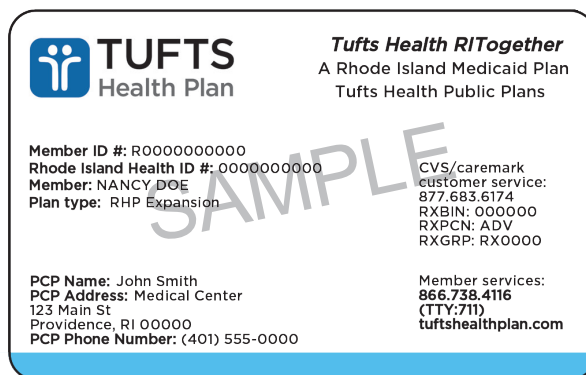
- Payment policies and coverage guidelines
- Pharmacy and *Preferred Drug List* changes
- Important business changes
- Regulatory requirements

Sign up for email updates at tuftshealthplan.com/provider.

Tufts Health Public Plans *Provider Update* is our quarterly publication of updates relevant to our provider network and serves to amend our *Tufts Health RITogether Provider Manual*.

GET PATIENT INFORMATION

You can find essential coverage information on member ID cards, including plan, plan level and member ID number. The light blue bar indicates your patient is a member of Tufts Health Public Plans.



CHECK ELIGIBILITY

Use the *Tufts Health RITogether* member ID number (RXXXXXXXXXX) to check eligibility on the date of service through:

- *Tufts Health Provider Connect*, available 24/7
- Provider Services at **844.301.4093**, available Monday through Friday, from 8 a.m. to 6 p.m.

When checking eligibility for your patients with *Tufts Health RITogether*, you can also use:

- Rhode Island Medicaid's help desk at 401.784.8100 (local) or 800.964.6211 (toll free). Have your Rhode Island Medicaid provider number or National Provider Identification (NPI) number and password ready.
- RI Medicaid's online portal at <https://www.riproviderportal.org>

If your Tufts Health Public Plans member is ineligible, he or she can call our Eligibility Review Line at 877.374.7537 to get help with the renewal process.

Verify the patient is on your panel

PCPs can verify a patient is on their panel through *Tufts Health Provider Connect* at tuftshealthplan.com/providerconnect.

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WORK WITH US

Update your information

- Download a *Tufts Health RITogether* Provider Information Form (PIF) from the Provider Resource Center on our website.
- Submit the completed PIF by email to provider_data_request@tufts-health.com.

Request prior authorizations

- You will need prior authorization before sending members to an out-of-network provider. You can use our Find a Doctor, Hospital or Pharmacy tool to see which providers are in-network.
- Visit the Provider Resource Center on our website to download prior authorization forms for medical, behavioral health or pharmacy services.
- Check the status of prior authorizations with *Tufts Health Provider Connect*.

Coordinate behavioral health (BH) services

- We can help you coordinate BH (mental health and substance use) services for your patients who need them. Call **844.301.4093** for support.
- We cover a range of BH benefits and services for members who are identified on the Provider Tool for Requesting BH service authorization found online in the Provider Resource Center.

CONTACT US

By mail:

Tufts Health Plan
75 Fountain Street Floor 1
Providence, RI 02903-1852

On the internet:

- Visit our website at tuftshealthplan.com
- Visit *Tufts Health Provider Connect* at tuftshealthplan.com/providerconnect

GET PAID

File claims through an electronic data interchange (EDI), such as:

- Secure file transfer protocol (SFTP) direct submission
- *Tufts Health Provider Connect*
- Clearinghouse submission (payer ID 04298)

To get started or ask questions about submitting electronic claims, email us at edi_operations@tufts-health.com, or call us at 617.972.9400 ext. 54042 and ask to speak with an EDI Specialist.

Get paid faster with an electronic funds transfer (EFT). Visit emdeon.com/resourcepdfs/EPayment%20Enrollment%20Authorization-7.pdf or call Change Healthcare at 866.506.2830.

When required, mail initial paper claims to:

Tufts Health Plan
P.O. Box 859
Park Ridge, IL 60068-0859

Check claim status online through:

- *Tufts Health Provider Connect*

File requests for claim review and claim correction

- Download the Request for Claim Review Form from the Provider Resource Center on our website.
- Submit the claim in the time frame specified by the terms in your contract to:

Tufts Health Plan
Attn: Provider Payment Dispute Team
P.O. Box 9194
Watertown, MA 02471-9194

By email:

- Submit complete *Tufts Health RITogether* Provider Information Forms to us at provider_data_request@tufts-health.com
- Send questions about EDI to edi_operations@tufts-health.com

By phone:

Call our provider services team at **844.301.4093**

