Tufts Health Plan’s Secure Provider Portal User Guide

For Tufts Health Plans Commercial products (including Tufts Health Freedom Plan), Senior Products (Tufts Medicare Preferred HMO and Tufts Health Plan Senior Care Options [SCO]), and Tufts Health Public Plans Massachusetts products (Tufts Health Direct, Tufts Health Together – MassHealth MCO Plan and Accountable Care Partnership Plans [ACPPs] and Tufts Health Unify)

For instructions on the Tufts Health RITogether plan, refer to the Tufts Health Provider Connect User Guide.

For instructions on the MHK Provider Portal, refer to the MHK Provider Portal User Guide.

For instructions on Behavioral Health Authorizations, refer to the Behavioral Health Authorization and Portal User Guide.

User Guides are posted in the Training section of the public Provider website.
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**New User Registration**

**REGISTRATION INSTRUCTIONS**

Determine the type of registration you need to complete. To add an additional provider or providers to your existing account, click “I need additional access” or to register a new account, click “Continue with registration.”

**You will need the following information to add additional providers or create a new account:**
- NPI (National Provider Identification)
- One of the following:
  - Tax ID number (group registrations)
  - Social Security Number (individual registrations)
- Information from two recent claims submitted by the provider

**Select Your Role**

If you are registering to be the Senior Access Administrator (SAA) of the NPI entered, and there is already an NPI in place, you must select “Replace current SAA” or “Cancel to start over” and select a different role.

**Are you registering as the provider or on behalf of the provider?**

If you are registering as the provider, select “Provider”
- You will need to enter the last four digits of your SSN or your TIN

If you are registering on behalf of the provider, select “On behalf of provider”
- You will need to provide one of the following to continue:
  - Last four digits of the provider’s SSN
  - The provider’s TIN
  - Information from two recent claims submitted to THP by the provider
- If you are the provider, you will need to answer security questions to validate your identity. Once you complete the questions correctly, you will be able to access the secure Provider portal.
- If you are registering on behalf of the provider, you will be required to list the provider’s email address. An email will be sent to the provider requesting that he/she approve or reject your request. The provider will also be asked to answer security information to validate his or her identity. If the request is approved, you will receive an email indicating you may now access the secure Provider portal.

**ROLES DEFINED**
- SAA, Senior Access Administrator, can create and modify accounts for AAs and/or AUs.
- AA, Access Administrator is authorized by the SAA to grant authorized users access to their Tufts Health Plan secure Provider portal account. The AA may create and modify accounts for AUs.
- AU, Authorized User, created by SAA or AA to use functionality on the Tufts Health Plan secure Provider portal.

**REGISTERING**

**Step 1:** From a Mozilla Firefox or Google Chrome web browser, enter: tuftshealthplan.com/login. Click “Login.”
Step 2: Click “Provider” and then the “Commercial, Senior Products and Tufts Health Public Plans Massachusetts Products” link:

Step 3: Click “Register Here” to continue.
**Step 4:** Enter “National Provider ID” and click “Continue with Registration.”

**Step 5:** Select the appropriate Registration NPI or Provider Group.
**Step 6:** Select the appropriate option to continue.

**Registration: Requested Level**

Please select the level of registration you are requesting.

**Please note:** If you intend to obtain Senior Access Administration rights for only the NPI you entered, select the NPI radio button below. To obtain Senior Access Administration rights for all of the NPIs included in the provider group that is associated with the NPI you entered, select the Provider Group radio button.

- NPI:
- Provider Group(s):

*Already registered.* One or more providers in the provider organization you selected already has a registered Senior Access Account (SAA). Please note that once you complete your registration, the current SAA will no longer be able to access this provider’s information through the secure provider portal.

[Options: Cancel, Go Back, Continue]

**Step 7:** Select “Account Creation Path” and click “Start.”

**Registration: Who is Registering?**

Are you the Provider, or are you creating a Senior Access Administrator account on behalf of the Provider?

- NPI:
- I am the Provider
- On behalf of the Provider

[Options: Cancel, Go Back, Continue]
**Step 8:** Enter “Last 4 Digits of SSN” and click “Continue.”

**LOGGING IN**

**Step 1:** From a Mozilla Firefox or Google Chrome web browser, enter: [tuftshealthplan.com/login](http://tuftshealthplan.com/login). Click “Login.”
Step 2: Click “Provider” and then the “Commercial, Senior Products and Tufts Health Public Plans Massachusetts Products” link:

Step 3: Enter “Username” and “Password,” then click “Login.”
Access Management

Access management allows administrators to distribute access and manage user permissions.

**TO USE ACCESS MANAGEMENT**

**Step 1:** Click the "Access Management" tab.

**Step 2:** Click "Search by Providers."

**Step 3:** Type "Provider ID" and click "Search" to continue.

Refer to the Coronavirus Updates for Providers page for [Tufts Health Plan](https://www.tuftshealthplan.com) and [Tufts Health Freedom Plan](https://www.tuftshealthfreedomplan.com) for the most up-to-date information about Tufts Health Plan's policies and coverage pertaining to COVID-19. As the COVID-19 situation continues to develop, updates will be posted on the [Tufts Health Plan](https://www.tuftshealthplan.com) and [Tufts Health Freedom Plan](https://www.tuftshealthfreedomplan.com) public Provider websites. Please check back regularly.

Earlier in the week we identified an issue where certain providers could not access our authorization and notification tool. This issue has now been resolved. Should you continue to experience any issues with the system, please contact Provider Servicing for further help.

June 4, 2020
**Step 4:** Click “Provider Name” to view authorized users.

**Step 5:** From the search results screen, click the appropriate user to view additional details.
**Step 6:** From here the administrator can unlock the account, reset passwords, etc.

**RESETTING A USER PASSWORD**

**Step 1:** From the *User Details* screen, click "Reset Password."
**Step 1:** If the Administrator wants to retrieve one of their Users’ emails ("User Name"), from the User Details screen, click "Reset Password."

**Step 2:** User can proceed to email on file to complete password reset steps.

**EMAIL USERNAME**

**Step 1:** If the Administrator wants to retrieve one of their Users’ emails ("User Name"), from the User Details screen, click "Reset Password."

**Step 2:** User can proceed to email on file to retrieve username.
Membership Reports

The Tufts Health Plan secure Provider portal allows PCPs to access their Membership Reports.

**TO ACCESS MEMBERSHIP REPORTS**

**Step 1**: Click “Membership Report.”

**Step 2**: Enter “Provider Name and ID” and click “Submit” to view the PCP’s Membership Report including Member Name, Member Address, Plan Effective Date, Date Included in PCP Panel and Office Copay.
Functions

The Tufts Health Plan secure Provider portal includes multiple tabs that have unique functions including Eligibility & Benefits, Claims, Referrals, Authorizations, Notifications and Behavioral Health.

Member Eligibility

Enter basic member identification data and obtain a concise, online eligibility report and member-specific benefits. Always verify Tufts Health Plan members’ eligibility on the date of service. Tufts Health Plan will deny claims for members who were not eligible on the date of service.

TO VIEW A MEMBER’S ELIGIBILITY

Step 1: Click “Eligibility & Benefits” tab.

Step 2: Use the “Eligibility Search” function to find out if the patient is an eligible Tufts Health Plan member. You can search by the provider NPI, member ID, and date of service (DOS) as shown below:
Step 3: To search by member name and date of birth, click "Advanced Search" as shown below:

Step 4: Enter member’s "First Name," "Last Name," and "Date of Birth" and then click "Search" to view results:

The following screen displays:
Step 5: Click the chevron to display "Eligibility History" or "PCP History" shown in the following two screen images:
Note: “Alternate Carrier Information” is also available:

Changing a PCP on Behalf of a Tufts Health Public Plans Member

TO CHANGE A PCP ON BEHALF OF A THPP MEMBER

Step 1: Click “Change Primary Care Physician (PCP)” under Eligibility & Benefits tab.
Member Benefits

Enter basic member identification data and obtain a concise, online eligibility report and member-specific benefits.

**TO VIEW A MEMBER’S BENEFITS**

**Step 1:** Click “Benefits” tab.

**Step 2:** Use the “Benefits Categories” function to find out specific member benefits related to:

- Chiropractic Services
- Durable Medical Equipment
- Emergency Services
- Imaging Services – Outpatient
- Inpatient Hospital Care and Surgery
- Mental Health and Substance Abuse
- Outpatient Services
- Prescription Drugs
- Rehabilitative Services - Outpatient
- Routine Medical Services
- Transport Services
- Urgent Care Center Services

The following screen displays:
TO VIEW A MEMBER’S ANNUAL DEDUCTIBLE INFORMATION (IF APPLICABLE)

Step 1: From the Eligibility & Benefits tab, click “Deductible.”

The following screen displays:
The following screen displays for individual and family deductible accumulator:

**TO VIEW A MEMBER’S ANNUAL OUT OF POCKET MAXIMUM**

**Step 1:** From the *Eligibility & Benefits* tab, click “Out of Pocket Maximum.”
Claims

**USE THE “CLAIMS” FUNCTION TO**

Enter basic member or claim-specific date and obtain detailed claim status information. You can see whether the claim is pending, paid, or denied.
Claims Status Inquiry

The Claims Status Inquiry tool allows you to view two years of claims for provider for specific members. You can also use the tool to adjust or dispute eligible claims. To search for a claim, use one of the search functions below, including our freeform search to search by claim number, member id or name, NPI provider name, procedure code or just about any other piece of information associated with the claim.

SEARCHING FOR CLAIMS

For more information about Freeform Search, click "Click here to learn more."

The following screen displays:
Note: Be sure to view options 1 and 2 to determine which is best search criteria when investigating claim status.

TO SEARCH FOR CLAIMS USING “SEARCH ALL” (DATE RANGE)
Click the criteria in which you would like to search: (Ex. Date of Service 1/1/2020 through 1/29/2020)

- **SEARCH ALL**
- **CLAIM NUMBER** – to search with a specific Claim number
- **PATIENT INFO** – to search for a claim with Patient ID and/or First Name, Last Name, and Date of Birth.
- **PROVIDER INFO** – to search for a claim with Provider Legacy ID or NPI, Start/Admit Date, End/Discharge Date, First Proc Code, or Last Proc Code.

The following screen displays:
TO SEARCH FOR CLAIMS USING THE “CLAIM NUMBER” TAB
Click the “Claim Number” tab, enter the claim number and click “Search.”

The following screen displays:

TO SEARCH FOR CLAIMS USING THE “PATIENT INFORMATION” TAB
Click the “Patient Info” tab, enter “Patient ID” and click “Search.”

**Note:** To search using First Name, Last Name and Date of Birth, click the radio button next to “First Name.”
The following screen displays:

To search for claims using the "Provider Information" tab:
Click the "Provider Info" tab, enter "Provider NPI" or "Legacy ID number" and click "Search."
The following screen displays:

TO VIEW CLAIM DETAILS AND CHECK CLAIM STATUS
From the claim search results screen, click the “Claim ID” number (as shown below).

The following screen displays:
For online claim adjustment instructions, refer to the [Quick Reference Guide: Online Claim Adjustments](#).

**Referrals**

Submit referrals online directly to Tufts Health Plan and instantaneously receive a referral authorization.

**TO ACCESS THE REFERRAL MENU**

**Step 1:** Click the “Referral” tab.

**Step 2:** Select “Referral Submission.”

**Step 3:** Enter the “Referring Physician’s Name and ID,” “Member ID,” “Suffix,” “Date of Birth” and “Date of Service.” **Note:** All fields with an asterisk (*) are required fields.

**Step 4:** Click “Continue” to view the *Online Referral Form:*
Submit Referral (Initial Specialty Care Review)

Use the referral submission tool to submit specialty care reviews. Specialty Care Reviews encompass those transactions where a provider requests permission to refer or send a patient to another provider, generally a specialist.

**Frequently Asked Questions**

Does my patient need a referral?
Why am I not able to submit a referral?

*Required Field

**Referring Physician Name and ID***
Search Provider Name/ID

**Member ID***
S123 or I123 or M123

**Suffix***
#

**Date of Birth***

Date of Service
06/25/2020

Note: Out of network referrals (specialty care certification requests) require the signature of the Provider Unit’s Physician Reviewer. Payment for services is subject to the member’s benefits, eligibility on the service date(s), and any applicable utilization management program. An accepted referral (specialty care certification) is not a guarantee of claim payment. Commercial Referrals (specialty care certifications) are valid for twelve months from date of request or until quantity of visits indicated is exhausted, whichever occurs first. For authorization for commercial outpatient mental health/substance abuse treatment call 1-800-208-9965. Tufts Health Plan Medicare Preferred referrals (specialty care certifications) are valid for six months from date of request or until quantity of visits indicated is exhausted, whichever occurs first.

**ONLINE REFERRAL FORM**

**Step 1:** Click “Continue” to view the Online Referral Form.

**Step 2:** Enter all required fields marked with an asterisk and click “Submit.”

Online Referral Form Continued:
REFERRAL STATUS INQUIRY
Check the status of submitted referrals and high-tech imaging authorizations.

To access the referral menu:
Step 1: Click the “Referral” tab.
Step 2: Select “Referral Inquiry.”

Step 3: Enter “Provider Info,” “Referral Number,” “Patient Name,” or “Patient ID” to continue. Click “Search.”
The Referral Inquiry tool allows you to view two years of referrals for providers you have access to. To search for a referral, use one of the search functions below, including our freeform search to search by referral number, member ID or name, NPI, provider name, or just about any other piece of information associated with the referral.

Note: No referral is required for PPO or CareLink members.

### Authorizations

**AUTHORIZATION STATUS INQUIRY**

The Authorizations function allows providers to check the status of an authorization submitted to Tufts Health Plan, as shown next, or to submit a behavioral health authorization request for outpatient services.

**To access the authorizations menu:**

**Step 1:** Click the “Authorization” tab.

**Step 2:** Select the appropriate option.
Step 3: Select “Proceed to MEDHOK” to be redirected to the MHK Medical Management System for authorization inquiries and requests. **Note:** Refer to the [MHK User Guide](#) for additional details.

**Notifications**

Submit inpatient notifications or check on the status of notifications already submitted.

**TO ACCESS THE “NOTIFICATIONS” MENU**

Step 1: Click the “Notifications” tab.
**Step 2:** Select the appropriate option.

To inquire about or submit a notification, you can use one of the links below. Please be sure to select the link based on the member’s plan type.

**Tufts Health Plan Commercial & Senior Products**
- Inpatient Notification Inquiry (if submitted before 5/29/2020)
- Inpatient Notification Inquiry (if submitted after 5/29/2020)
- Inpatient Admission Notification
- Authorized Inpatient Notification to Providers
- Externally Managed Inpatient Notification Updates

**Tufts Health Public Plans (Non-Unify)**
- All Notification Tools

**Step 3:** Select “Proceed to MEDHOK” to be redirected to the MHK Medical Management System for authorization inquiries and requests. **Note:** Refer to the [MHK User Guide](#) for additional details.
Behavioral Health

For Tufts Health Plan Commercial and Medicare Preferred members, the behavioral health submission forms can be used to report the admission of patients to: Substance Use Acute Residential Programs, Partial Hospital Programs, Intensive Outpatient Programs or Outpatient Psychotherapy; or discharges from Inpatient and sub-acute levels of care. For Tufts Health Public Plans MA Together and MA Direct members, the behavioral health submissions forms can be used for Outpatient Psychotherapy notifications and authorization requests.

**TO ACCESS THE “BEHAVIORAL HEALTH” MENU**

**Step 1:** Click the “Behavioral Health” tab.

**Step 2:** Enter “Member ID” and “Suffix” and click “Search.”

**Step 3:** Enter all required fields in the screen below, click the attestation box and click “Submit.”

**Note:** Additional directions can be found in the [Behavioral Health Provider Resource Guide](#) and the [Behavioral Health Authorization and Portal User Guide](#).
Accessing Tufts Health Plan’s Secure Provider Portal

If providers have issues with new user registration or logging into the Tufts Health Plan secure Provider portal, contact Provider Services:

- Tufts Health Plan Commercial Provider Services: 888.884.2404
- Tufts Health Public Plans Provider Services: 888.257.1985
- Tufts Health Plan Medicare Preferred and Tufts Health Plan Senior Care Options Provider Relations: 800.279.9022

For technical inquiries, 888.884.2404, option 6, or network_tech@tufts-health.com.