

Provider Resource Guide - Tufts Medicare Preferred HMO and Tufts Health Plan Senior Care Options (SCO)

This resource guide is updated regularly. For the most current information, view this guide online at tuftshealthplan.com/sp-resource-guide and avoid printing.

CONTACT INFORMATION

Senior Products: 800.279.9022
Additional [Contact Information for Providers](#)

ONLINE TOOLS

- [Secure Provider portal](#): Claims submission, claims status, referrals, prior authorizations, electronic remittance advice, member eligibility, panel information and more
- [Provider Resource Center](#): Payment policies, Provider Manuals, forms, medical necessity guidelines, pharmacy formularies, behavioral health guidelines and more
- [Provider Update newsletter](#): 60-day notifications and other important business communications for providers

HELPFUL RESOURCES

- Senior Products [Provider Manual](#) (Notifications, Prior Authorizations and Referrals chapters)
- [Electronic Services](#): Clearinghouse submission (payer ID 04298)
- [Payment Policies and Audit Program](#)
- Payment policies:
 - [Professional Services and Facilities](#)
 - [Provider Payment Dispute Policy](#)
- [Products Overview and Member ID Card Guide](#)

IMPORTANT FORMS

- [Find a Doctor search](#): Check current practice information. To update your information, complete either the [Standardized Provider Information Change Form](#) or the [Provider Information Change Form](#).
- [W.B. Mason Provider Forms Requisition](#): To order paper referral forms, fax to W.B. Mason at 800.738.3272 or email tuftshealthplan@wbmason.com.
- [Inpatient Notification Form](#): Submit inpatient notification requests on the [secure Provider portal](#) or by faxing this form.

MEMBER RESOURCES

Tufts Health Plan encourages providers to direct members to the following resources:

- [Public website](#)
- [Secure Member website](#): Log in to access information on referrals, authorizations, out-of-pocket maximums, claim summaries, explanation of benefits and more
- [Member Relations](#)

TECHNICAL SUPPORT

Contact Provider Relations at 800.279.9022 and select the option for web support or email [Tufts Health Plan Provider Technical Support@tufts-health.com](mailto:Tufts_Health_Plan_Provider_Technical_Support@tufts-health.com).

Browser Note: If you are using an outdated or unsupported browser, certain features on Tufts Health Plan's website may be unavailable. For an improved user experience, upgrade your browser to the latest version of Mozilla Firefox or Google Chrome.

TRAINING AND EDUCATION

Visit the [Training](#) page for information and various online resources for providers and office staff (e.g., office managers meetings, webinars, training videos).

OTHER RESOURCE GUIDES

- [Commercial Provider Resource Guide](#)
- [Tufts Health Public Plans MA Provider Resource Guide](#)
- [Tufts Health Public Plans RI Provider Resource Guide](#) (for Tufts Health RITogether)

EXTERNAL QUICK LINKS

- Claims management: [Change Healthcare™](#)
- Credentialing program: [CAQH ProView™](#)
- Custom fabricated oral appliances: [SomnoMed®](#)
- Eligibility inquiry and response: [NEHEN](#) or [NEHENNet](#)
- Explanation of payment (EOP): [PaySpan® Health](#)
- Sleep benefits manager: [eviCore*](#)
- Claims submission: [ABILITY™](#)

*This program does not apply to Tufts Health Plan SCO.