

INTRODUCTION

About the Commercial Provider Manual

Tufts Health Plan developed this manual to supply our providers and their office staff with details on certain products, policies, and procedures of Tufts Health Plan. The Commercial Provider Manual applies to Commercial¹ products. Tufts Health Plan requires that providers and their staff read, abide by, and reference this manual as necessary.

For more information on Tufts Health Plan Senior Products or Tufts Health Public Plans policies and procedures, refer to the 2022 [Senior Products](#) or [Tufts Health Public Plans](#) provider manuals.

Note: The information contained in this Provider Manual is subject to change and may be periodically updated throughout the year to reflect information, including, but not limited to, changes in law, rule, regulation, and/or requirement of any applicable state or federal agency, industry updates, or other business decisions that may affect how providers do business with Tufts Health Plan. Providers should also refer to their contracts for specific compensation provisions and may contact Commercial Provider Services at 888.884.2404 with additional questions.

Overview of Tufts Health Plan

Tufts Health Plan is designed to arrange for comprehensive health care services to its members and encourage appropriate treatment and efficient use of medical services. Tufts Health Plan offers eligible employer groups and individual enrollees a range of products and plan designs. Refer to the [Our Plans](#) section of the public Provider website for overviews of individual products.

¹ Commercial products include HMO, POS, PPO, Exchange (HMO/PPO) and CareLinkSM when Tufts Health Plan is the primary administrator.

Department Directory

When contacting Tufts Health Plan, use the following directory or the [Provider Contact Information](#) page to identify the most appropriate department to call.

Department	Contact	Responsibility
Inpatient Management		
Inpatient Manager	888.766.9818	<ul style="list-style-type: none"> • Concurrently reviews Tufts Health Plan members admitted to inpatient facilities • Coordinates and authorizes discharge plans, including rehabilitation, skilled nursing facility (SNF) or chronic hospital placement, home health care, home therapies, and durable medical equipment (DME)
Specialty inpatient manager	888.766.9818	<ul style="list-style-type: none"> • Facilitates discharge planning • Provides ongoing coordination of services through the continuum of illness of medically complex cases • Acts as plan liaison for members, families, providers and vendors of ancillary services • Manages complex cases • Performs out-of-network hospital reviews and discharge planning • Manages high-risk obstetrics, pediatrics, neonatology, transplants, HIV/AIDS, disabilities, rehabilitation nursing, and oncology cases
Behavioral Health		
Behavioral Health outpatient clinical coordinator and service representative	800.208.9565	<ul style="list-style-type: none"> • Manages requests for outpatient behavioral health and substance use disorder (BH/SUD) services • Coordinates members' access to inpatient BH/SUD services
Behavioral Health care manager	800.208.9565	<ul style="list-style-type: none"> • Facilitates discharge planning for members hospitalized at designated facilities (DFs) • Monitors quality of care at behavioral health DFs
Precertification Operations Department		
Precertification Operations clinical staff	617.972.9409 (fax)	Conducts utilization management review of outpatient services that require prior authorization, including, but not limited to, elective surgeries, medical benefit medications and procedures
Intake coordinator (Inpatient Admissions)	617.972.9590 (fax) or 800.843.3553 (fax)	Processes inpatient admission notification requests for Commercial members
Liability and Recovery		
Coordination of Benefits (COB)	617.972.1098	<ul style="list-style-type: none"> • Investigates and verifies dual health coverage • Determines primary and secondary coverage • Investigates and verifies workers' compensation claims • Adjusts COB, workers' compensation, and Tufts Health Plan Medicare Complement (TMC) claims
Network Management and Contracting		

Department	Contact	Responsibility
Network Management	800.442.0422, ext. 52169	<p>Contract Manager</p> <ul style="list-style-type: none"> Negotiates contracts with provider organization leadership <p>Contract Specialist</p> <ul style="list-style-type: none"> Ensures contract terms are implemented in appropriate Tufts Health Plan systems Fosters and maintains provider network relationship <p>Associate Contract Specialist</p> <ul style="list-style-type: none"> Processes operational changes
Allied Health Contracting	617.972.9411	<ul style="list-style-type: none"> Negotiates and administers contracts for all ancillary services, including but not limited to skilled nursing facilities, inpatient rehabilitation hospitals, and home care services Evaluates prospective ancillary providers and assesses need for additions and changes to the contracting provider network Monitors contract compliance and performs utilization review of contracts
Provider Information	888.306.6307	<ul style="list-style-type: none"> Facilitates change of provider practice or payment information status Facilitates provider terminations
Provider Credentialing	888.306.6307	Processes new credentialing and recredentialing applications for providers and certain ancillary providers
Provider Services		
Provider Services	888.884.2404	<p>Providers should call this number for the following issues:</p> <ul style="list-style-type: none"> Inquiries regarding paid or in-process claims Interpretation of member benefits
Provider Education		
Provider Education	Provider_Education@tufts-health.com 888.306.6307, option 7	<p>Offers the following educational programs that are designed to help providers learn about products, policies and procedures and online self-service tools:</p> <ul style="list-style-type: none"> Training videos Webinars In-person and live-streamed presentations Customized on-site meetings
Claims		
EDI Operations	888.880.8699, ext. 54042	<ul style="list-style-type: none"> Makes inquiries concerning electronic claims files Sets up electronic services
Pharmacy Utilization Management Department		
Pharmacy Utilization Management	617.673.0988 (fax)	Conducts pharmacy drug reviews that require prior authorization