Introduction to Tufts Health Plan

Purpose of This Manual
Tufts Health Plan developed this guide to supply our providers and their office staff with details on the products, policies, and procedures of Tufts Health Plan. The Commercial Provider Manual applies to Commercial products (including Tufts Health Freedom Plan). Tufts Health Plan recommends that providers and their staff read this manual and reference it as necessary.

Overview of Tufts Health Plan
Tufts Health Plan is a family of companies designed to arrange for comprehensive health care services to its members. Tufts Health Plan encourages appropriate treatment and efficient use of medical services in the provider’s office. Tufts Health Plan offers eligible employer groups and individual enrollees a range of products and plan designs that include, but are not limited to:
- Health Maintenance Organization (HMO)
- Point of Service (POS)
- Preferred Provider Organization (PPO)
- Tufts Health Plan Medicare Complement (TMC)
- Tufts Health Freedom Plan products

Refer to the Plans section of the public Provider website for overviews of products.

Structure and Administration of Tufts Health Plan
Tufts Health Plan’s provider networks consist primarily of "provider units,” which are composed of individual providers affiliated with one or more hospitals. The main goal of the provider-hospital relationship is to promote local provider ownership of the managed-care process.

Board of Directors
The Board of Directors is responsible for setting the company’s strategic direction, monitoring its course and approving the annual business plan.

Physicians Advisory Committees
These committees are established by the Department of Medical Affairs to address quality improvement and utilization management issues. They provide input for development and implementation of clinical programs.

Directory of Departments
When contacting Tufts Health Plan, use the following directory to identify the most appropriate department to call.

<table>
<thead>
<tr>
<th>Department</th>
<th>Contact</th>
<th>Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clinical Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Inpatient Manager</td>
<td>888.766.9818</td>
<td>• Concurrently reviews Tufts Health Plan members hospitalized at Tufts Health Plan facilities</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• 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)</td>
</tr>
</tbody>
</table>

1 Commercial products include HMO, POS, PPO, Tufts Health Freedom Plan, and CareLink℠ when Tufts Health Plan is the primary administrator.
<table>
<thead>
<tr>
<th>Department</th>
<th>Contact</th>
<th>Responsibility</th>
</tr>
</thead>
</table>
| Specialty inpatient manager | 888.766.9818 | • 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 medically 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 |

<table>
<thead>
<tr>
<th>Behavioral Health Department</th>
<th></th>
<th></th>
</tr>
</thead>
</table>
| Behavioral Health outpatient clinical coordinator and service representative | 800.208.9565 | • 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 | • Facilitates discharge planning for members hospitalized at designated facilities (DFs)  
• Monitors quality of care at behavioral health DFs |

<table>
<thead>
<tr>
<th>Precertification Operations Department</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Precertification clinical staff</td>
<td>617.972.9409 (fax)</td>
<td>• Conducts utilization management review of outpatient services that require prior authorization, including, but not limited to, elective surgeries, medical benefit medications, procedures</td>
</tr>
</tbody>
</table>
| Inpatient admissions coordinator | 617.972.9590 (fax) or 800.843.3553 (fax) | • Processes inpatient admission notification requests for Commercial members and provides inpatient notification reference number, if applicable  
• Processes inpatient admission notification requests for Tufts Medicare Preferred HMO and Tufts Health Plan SCO members |

<table>
<thead>
<tr>
<th>Liability and Recovery</th>
<th></th>
<th></th>
</tr>
</thead>
</table>
| Coordination of Benefits (COB) | 617.972.1098 | • Investigates and verifies dual health coverage  
• Determines primary and secondary coverage  
• Investigates and verifies workers’ compensation claims  
• Adjusts coordination of benefits, workers’ compensation, and Tufts Health Plan Medicare Complement (TMC) claims  
• Refer to the Coordination of Benefits Policy. |

<table>
<thead>
<tr>
<th>Member Services</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>HMO and POS</td>
<td>800.462.0224</td>
<td>For Tufts Health Plan members (see below for USFHP members and providers)</td>
</tr>
<tr>
<td>PPO</td>
<td>800.423.8080</td>
<td></td>
</tr>
<tr>
<td>USFHP</td>
<td>800.818.8589</td>
<td>For USFHP members and providers</td>
</tr>
<tr>
<td>Commonwealth of Massachusetts GIC</td>
<td>800.870.9488</td>
<td>For Commonwealth of Massachusetts GIC members only</td>
</tr>
<tr>
<td>Rhode Island–based Employer Groups</td>
<td>800.682.8059</td>
<td>For members of Rhode Island-based employer groups</td>
</tr>
</tbody>
</table>
For all products, the member specialist:
- Addresses inquiries from members regarding paid or in-process claims and explanations of payment (EOPs)
- Interprets member benefits
- Answers member questions regarding general use of plan
- Assists members with choice or change of primary care provider (PCP)
- Confirms member eligibility

Addresses member problems or complaints

### Network Management and Contracting

<table>
<thead>
<tr>
<th>Department</th>
<th>Contact</th>
<th>Responsibility</th>
</tr>
</thead>
</table>
| Network Contracting and Performance Management (NCPM) | 888.880.8699 ext. 52169 | **Contract Manager**
- Negotiates contracts with provider organization leadership
- **Contract Specialist**
  - Ensures contract terms are implemented in appropriate Tufts Health Plan systems
  - Fosters and maintains provider network relationship
- **Associate Contract Specialist**
  - Processes operational changes

| Allied Health Contracting | 617.972.9411 | • 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 | • 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 (including independent licensed practitioners and organizational providers, such as acute hospitals, rehabilitation hospitals, freestanding surgical centers, and others) and verifies completeness of the application. |

### Provider Services

| Provider Services | 888.884.2404 | Providers should call this number for the following issues:
- Inquiries regarding paid or in-process claims
- Interpretation of member benefits |

| Provider Education | 888.306.6307, option 7 Provider_Education@tuf ts-health.com | • Inform providers about products, policies and procedures, and online self-service options for providers.
• Offers the following educational programs:
  - Online self-service training
  - Webinars
  - Quarterly office managers meetings
  - Customized on-site meetings |

| EDI Operations | 888.880.8699 ext. 54042 | • Makes inquiries concerning electronic claims files
• Sets up electronic services |

_Last updated 01/2018. Chapter revision dates may not be reflective of actual policy changes._