Discussion Topics:

**Coronavirus Updates for Providers**
- Effective Dates
- Policy Changes
- Support for Members

**Claims and Billing Update**
- Telemedicine

**Utilization Management**
- MHK (MedHOK) Authorization Management System

**Navigating Tufts Health Plan’s Public Provider Website**
- Secure Provider Portal
- Patient Health (Tufts Health Public Plans)

**Provider News and Education**
- 60 Day Notifications
- Provider Education Webinars

**Questions and Answers**
Recommended Browsers

- Tufts Health Plan recommends using the latest versions of one of the following Internet browsers for the public and secure Provider websites:
  - Mozilla Firefox
  - Google Chrome

Note: Internet Explorer is not optimal for working on the public and secure Provider websites.
Coronavirus Updates for Providers
Coronavirus (COVID-19) Updates for Providers

- The Coronavirus (COVID-19) Updates for Providers page contains the most up-to-date information about Tufts Health Plan's policies and coverage pertaining to COVID-19.

- Visit the page regularly to obtain information about policy and coverage updates pertaining to COVID-19. As the situation continues to develop, updates are frequently being posted to the page on the public Provider website at: [tuftshealthplan.com/provider/provider-information/coronavirus-updates-for-providers](http://tuftshealthplan.com/provider/provider-information/coronavirus-updates-for-providers)

- Please call Provider Services with any questions.
Coronavirus (COVID-19) Updates for Providers

Last updated 9/4/2020 with claims guidance for lab testing by an external laboratory.

Coronavirus (COVID-19) Updates for Providers

During the rapidly evolving situation around COVID-19, Tufts Health Plan’s Pandemic Planning work group continues to meet on a regular basis to respond to changing events. It continues to monitor and follow recommendations from the Centers for Disease Control and Prevention (CDC), World Health Organization (WHO), State Public Health Departments (Connecticut, New Hampshire, Massachusetts and Rhode Island) and other official sources on an ongoing basis.

This page contains 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 here. Please check back regularly.

Please note, the information posted here, including member cost sharing changes, may differ from what is reflected in the secure Provider portal. Refer to the Claims Guidelines section for additional information.
Coronavirus (COVID-19) Updates for Providers

**Effective Dates**

- Unless otherwise noted, all policies are effective beginning with dates of service starting March 6, 2020.

- These policies have been put in place in connection with the COVID-19 crisis and are not intended to be permanent changes.

- For any policy without an end date listed or for which it states "until further notice," we continue to evaluate Tufts Health Plan policies with the state emergencies and other regulations in mind, and will aim to provide at least four weeks notice in advance of any termination to the policy.
**Important:** The information available on The Coronavirus (COVID-19) Updates for Providers page, including member cost sharing changes, may differ from what is reflected in the secure Provider website.

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.

**COVID-19 INFORMATION**

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, including how member cost share may differ from what is reflected in the secure Provider website. 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.
Coronavirus (COVID-19) Updates for Providers

The website offers resources related to COVID-19 and easy-to-find information about the following topics and more:

- COVID-19 Diagnostic Testing and Treatment
- Telehealth/Telemedicine
- Referrals and Out-of-Network Authorizations
- Utilization Management
- Claims and Billing Guidelines
- Other Benefit Information
- Credentialing
- More Information
Tufts Health Plan Changes During COVID-19 to Support Members

To support members during the Coronavirus pandemic, Tufts Health Plan has changed some of our coverage and payment policies. For all Tufts Health Plan members, the following is in place:

Waiving Member Costs
• There are no out-of-pocket costs for medically necessary coronavirus testing, counseling and vaccinations.
• We are waiving member cost shares, including co-payments, coinsurance, and deductibles for medically necessary in-person coronavirus treatment.

Telehealth/Telemedicine
• Members who receive services by telehealth/telemedicine from Tufts Health Plan network providers will have no cost share.
• Tufts Health Plan Commercial members (not including Direct) can also use our telehealth solution powered by Teladoc: teladoc.com/tuftshealthplan

Changes to Increased Access to Refill Prescription Drugs:
• Allow for early refills
• Allow refills for up to a 90-day supply to the extent consistent with clinical guidelines (except for controlled substances)
Claims and Billing Update
Claims and Billing Guidelines

Providers should contact their contract manager to request a rate for medically necessary lab testing provided by an external laboratory in accordance with the MA DOI Bulletin 2020-25.

Attention Behavioral Health Providers
If you submitted telehealth claims without POS 02 or telehealth modifier, and/or without all other appropriate modifiers (including those that indicate license and/or service level) you will need to submit corrected telehealth claims. For future reference, please refer to our telehealth billing guidelines on this page.

Claims Guidelines

Billing by Certified Registered Nurse Anesthetists - Effective until further notice

Claims Submission and Timely Filing - Effective through July 20, 2020

Provider Appeals and Audits - Effective through September 30, 2020
Provider Appeals and Audits – Effective through September 30, 2020

The following applies to all Tufts Health Plan products, effective through September 30, 2020:
• The timeframe for filing provider appeals has been extended by up to 90 days from Tufts Health Plan’s standard appeals timeline, upon request.
• Tufts Health Plan is providing extended timeframes for provider audits through September 30, 2020.

Pre-Payment Billing Review and Post-Payment Billing Audit - Effective through September 30, 2020

Medicare Advantage Reimbursement - Effective through December 31, 2020

Senior Care Options (SCO) SNF Long-Term Care Reimbursement Changes - Effective until further notice

Billing Guidelines for Adult Day Health Providers for Tufts Health Unify and Senior Care Options - Effective for dates of service through July 31, 2020
Tufts Health Public Plans
- Submission of Provider Payment Disputes

- To support providers during the COVID-19 pandemic, Tufts Health Plan is receiving Tufts Health Public Plan provider payment disputes by email.

- Providers may email disputes and corrected claim requests for Tufts Health Public Plans with a completed Request for Claim Review Form. This form can be found in the Forms section of the Provider Resource Center. In addition to a completed form for each claim, all supporting documentation must be included in the email.

- Submissions without the Request for Claim Review Form will be returned to the submitter.

- Email submissions to: THPP_Provider_Disputes@tufts-health.com
Telehealth/Telemedicine Overview

**Note:** For dates of service after July 20, 2020, pre-COVID coverage policies and benefits (including applicable cost share) will apply for out-of-network (OON) telemedicine. In-network telehealth guidelines will remain in place until further notice. Some highlights of the COVID-19 telehealth/telemedicine policies include:

- Tufts Health Plan will compensate in-network providers at 100% of their contracted rate for services rendered in person, as specified in provider agreements. The telehealth reduction will not apply.

- The policy applies for all diagnoses and is not specific to a COVID-19 diagnosis.

- All Tufts Health Plan contracting providers may provide telemedicine services to members for all medical and behavioral health care encounters for both new and existing patients.

- Prior authorization is not required for in-network telehealth services.

- Tufts Health Plan will waive member cost share for in-network telehealth services. This includes both facility and professional services. Providers should not collect a copay from members.
Telehealth/Telemedicine

Telehealth/Telemedicine Guidelines for In-Network Providers - Effective until further notice

Telehealth/Telemedicine Guidelines for Out-of-Network Providers - Effective through July 20, 2020

Telehealth/Telemedicine Billing Guidelines

- Providers must submit professional claims in accordance with applicable state and federal requirements and, at a minimum, bill with place of service (POS) 02 OR the appropriate telehealth modifiers.
  - Providers may submit claims with the POS they would have reported had the service been rendered in person, as well as the appropriate procedure codes and telehealth modifiers.
    - **Note:** Claims submitted with POS 02 will continue to process with the appropriate in person rate.
  - Providers should continue to bill with the appropriate license-level modifier as specified in the applicable payment policy.
- For facility claims, providers should submit the appropriate Revenue Code, CPT/HCPCS code(s) and modifier(s).
- Refer to the Claims Submission and Timely Filing section below for additional billing guidelines.

**Note:** Telehealth modifiers are not required for Behavioral Health claims for Senior Care Options (SCO), Tufts Health Together (MassHealth MCO Plan and Accountable Care Partnership Plans), and Tufts Health Unify.

<table>
<thead>
<tr>
<th>Modifiers</th>
<th>Modifier Description</th>
<th>Modifier Definition</th>
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Click on the chevron to view detailed information.
Utilization Management
Utilization Management

Prior Authorization and Notification Flexibility for the Diagnosis and Treatment of COVID-19 – Effective until further notice

Prior Authorization Guidelines – Effective as outlined below

Inpatient Notification Guidelines – Effective until further notice

Concurrent Review – Effective through September 30, 2020

Click on the chevron to view detailed information.
Utilization Management

Prior Authorization and Notification Flexibility for the Diagnosis and Treatment of COVID-19 – Effective until further notice

The following applies to all Tufts Health Plan products:
• Diagnoses and treatments related to COVID-19 or known or suspected of having COVID-19 contraction: (presence of ICD-10 codes ICD-10 code U07.1, B97.29*, Z03.818, and/or Z20.828):
  • Prior authorization is not required.
  • Notification is required within 5 days after the date of admission.

*Note: For discharge/dates of service on or after September 1, 2020 B97.29 will not be accepted as a positive diagnosis for COVID-19, U07.1 should be used.

Prior Authorization Guidelines – Effective as outlined below

The following prior authorization guidelines are in effect until further notice and apply to all diagnoses and not specific to a COVID-19 diagnosis:
• As a reminder, urgent/emergent admissions are never subject to prior authorization.
• Prior authorization is not required for non-hospital locations for post-acute care (i.e. inpatient rehab, LTAC, skilled nursing facilities and home care), including following an inpatient hospital admission. All other post-acute policies remain unchanged.
• Prior authorization is not required for hospice services.
Utilization Management

Prior Authorization and Notification Flexibility for the Diagnosis and Treatment of COVID-19 – Effective until further notice

Prior Authorization Guidelines – Effective as outlined below

Inpatient Notification Guidelines – Effective until further notice

The following inpatient notification guidelines apply to all diagnoses and are not specific to a COVID-19 diagnosis:

• Tufts Health Plan is relaxing admission notification requirements for urgent/emergent inpatient admissions and post-acute admissions by requiring notification within 5 days after the date of admission.

• Tufts Health Plan continues to require inpatient notification pursuant to standard timelines for elective non-COVID-19 admissions.

• Hospice services do not require inpatient notification.

Note: Tufts Health Plan remains available to assist with discharge planning for all admissions and reserves the right to retroactively review services for medical necessity.
Tufts Health Plan’s Integration of MHK Medical Management System
- Commercial and Tufts Medicare Preferred HMO,
- Tufts Health Direct and Tufts Health Together

Tufts Health Plan recently integrated the MHK medical management system into its secure Provider website for Commercial products (including Behavioral Health Services) and Tufts Medicare Preferred HMO.

As part of this change, providers logged in to the secure Provider portal can use the MHK system to:
• Complete requests for inpatient and outpatient services
• Attach documentation
• Check authorization requests
• Receive a reference number online
• In some cases, providers may receive an approval at the time of entry. The status of the request is available in real time.

Provider Resources
▪ MHK Provider Portal User Guide is available in the Resource Center on Tufts Health Plan’s public Provider website.

Note: MHK integration for Tufts Health Plan Senior Care Options (SCO), Tufts Health RITogether and Tufts Health Unify will occur at a later date.
Inpatient Notification Submission - Commercial and Senior Plans

Inpatient notifications need to be received by Tufts Health Plan in accordance with the following timelines:

- **Elective admissions**: Notify Tufts Health Plan five business days prior to admission.
- **Emergency/urgent admissions**: Notify Tufts Health Plan within the next business day.

Providers can submit an inpatient notification by:

- Logging in to the secure Provider website at [tuftshealthplan.com/provider](http://tuftshealthplan.com/provider)
- EDI transaction: Batch 278 Inpatient Notification files are accepted.
- Faxing an Inpatient Notification Form to the Precertification Operations Department at **617.972.9590 or 800.843.3553**
Inpatient Notification Submission
- Tufts Health Public Plans

Inpatient notifications need to be received by Tufts Health Plan in accordance with the following timelines:

- **Elective admissions**: Notify Tufts Health Plan five business days prior to admission.
- **Emergency/urgent admissions**: Notify Tufts Health Plan within the next business day.

**Inpatient notification submission options:**

- MHK Portal (accessed via Tufts Health secure Provider portal)
  - Tufts Health Together
  - Tufts Health Direct
- Tufts Health Provider Connect
  - Tufts Health Unify
- Fax a Standardized Prior Authorization Request Form to **888.415.9055**

**Note:** MHK integration for Tufts Health Plan Senior Care Options (SCO), Tufts Health RITogether and Tufts Health Unify will occur at a later date.
Refer to the Coronavirus Updates for Providers page for Tufts Health Plan and Tufts Health Freedom Plan 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 and Tufts Health Freedom Plan 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
Product Selection

Authorizations

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

Frequently Asked Questions

What is an Authorization?

What type of plan does your member have?

Tufts Health Plan Commercial & Senior Products

- Authorization Inquiry (if submitted before 5/29/2020)
- Authorization Inquiry (if submitted after 5/29/2020)
- Externally Managed & Delegated Home Care Notifications
- Externally Managed & Delegated Home Care Claims Without Notifications

Tufts Health Public Plans (Non-Unify)

- All Authorization Tools
MHK Redirection

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

Frequently Asked Questions
What is an Authorization

Note: Requester will now be redirected to our medical management system’s website (MedHOK) through a single sign on process.
**Request PA or Notification:** Choose this option to initiate request.

**View/Update All Requests:** Choose this option to view all inpatient, outpatient, medical, and BH requests that are pending or completed.

**View/Update Open Inpatient Requests:** This option is limited to medical and behavioral health inpatient events that are in progress.

**View/Update Open Service Requests:** This option is limited to medical service requests or behavioral service requests that are in progress.
Authorization Confirmation

Request Prior Authorization or Notification

Name:
Date Of Birth:
Address:
Phone:
Special Programs:

Member ID:
LOB:
IPA/MG:

Plan Type/Group ID#:

Authorization Status: In Progress
Decision:
Procedure Status:

Reason: Out of Network
Reference#: 008AJ91

Create Request for the Same Member  Create Request for Different Member

It is the provider's responsibility to check eligibility for each date of service and to follow current payment policies. Benefits for this service are subject to the provisions of the member's plan, the member's eligibility on the dates of service, and the outcome of this determination. A determination is dependent on receiving complete clinical information and in a timely manner.

TUFTS Health Plan
Advantages of the MHK Medical Management System

- Reduction in administrative load
  - Eliminate faxing
  - More efficient
  - System of record
  - Streamlined workflow
  - Reduce wait time on determinations
  - Real time updates
- Easier to do business with Tufts Health Plan
Navigating Tufts Health Plan’s Public Provider Website

tuftshealthplan.com/provider
Welcome Providers

Scroll down the page to access additional tools and resources.
From the welcome page, scroll down to find more resources...

MORE RESOURCES TO WORK BETTER TOGETHER

Need information about our plans, authorization requirements, and what's covered under each plan?

This Products Overview and Member ID Card Guide can assist in determining cost-share amounts and more.

Tufts Health Plan’s clinical practice guidelines help ensure quality preventive care and care management.

Payment policies and provider manuals assist you with submitting claims and doing business with Tufts Health Plan.
Resources for Providers

Essential forms and documents in one place

Find all the information you need to do business with us, including applications, forms, guidelines and administrative manuals.

Refer to Coronavirus Updates for Providers for the most up-to-date information about Tufts Health Plan's policies and coverage pertaining to COVID-19.

Need help? Click here for some quick search tips.

PLEASE SELECT A DIVISION IN ORDER TO SEE DOCUMENTS.
Secure Provider Portal Overview
Tufts Health Provider Connect vs. Secure Provider Portal

**Helpful Hints**

- **New URL!** Users *cannot* use the old Tufts Health Provider Connect URL.

- Users will use the same user name and password used to submit *Commercial and Senior Products* transactions.

- A message on the login page of Tufts Health Provider Connect will direct providers to the new URL.

- All Tufts Health Public Plans referrals and claims data submitted after April 26, 2019 will be available in the secure Provider portal.
Registration FAQs

Will I need to register for the secure Provider portal?

If you have never used the secure Provider portal for other lines of business, you will need to register. If you have not yet registered for the secure Provider portal, refer to Tufts Health Plan’s public Provider website for registration instructions.

Providers contracting with Commercial products (including Tufts Health Freedom Plan) and/or Senior Products who have an existing account on the secure Provider portal will not need to register for access. Providers can access and submit information for members of Tufts Health Public Plans Massachusetts products using their existing account as of July 18, 2020.

If I am already registered for the secure Provider portal for other lines of business, do I need to take any action?

If you are currently registered as a senior access administrator on the secure Provider portal, Tufts Health Plan encourages you to confirm that your staff using the Tufts Health Provider Connect portal are also registered on the secure Provider portal and are set-up with the proper access.
Logging In

Welcome Providers

Provider Quicklinks
- Coronavirus Updates for Providers
- Tufts Health Plan and Harvard Pilgrim Health Care Announcement
- Registration Instructions for Secure Provider Websites - All Products

About Us  Contact Us  Login  Find a Doctor or Hospital
- Click on Provider

- Click on Commercial, Senior Products, and Tufts Health Public Plans Massachusetts Products
- Enter Username, Password and click Login.
Refer to the Coronavirus Updates for Providers page for Tufts Health Plan and Tufts Health Freedom Plan 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 and Tufts Health Freedom Plan 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
Patient Health (Tufts Health Public Plans)
Patient Health (Tufts Health Public Plans)
- Allows providers to add and view health information pertaining to their Tufts Health Public Plan members. More specifically, providers will be able to view and add care plans, central enrollee information, and patient history information.
Patient Health (Tufts Health Public Plans)

- Care Plans: Treatment plans that can obtain diagnosis, treatment, and safety plans between a provider and a patient.

- Central Enrollee Information: A list of a member’s medications, immunizations, allergies, procedures, and other information.

- Patient History: Demographic and social information such as tobacco use, drug use, seatbelt use, etc. Patient Health also includes family history such as medical conditions, allergies, etc.

- A provider can obtain access to a member’s health information in a few different ways:
  - PCPs are automatically assigned access to their members’ health information.
  - Care Managers are automatically assigned access to their members’ health information.
The combined Provider Update includes 60-day notifications and other important business communications applicable to Commercial products (including Tufts Health Freedom Plan), Senior Products and Tufts Health Public Plans products.

Provider Update is released on the existing schedule:
- February 1
- May 1
- August 1
- November 1
Register to Receive *Provider Update by Email*

- The online registration form can be found on the Provider News section of the website. Click "Register Now" to complete and submit the form.

**Note:** This email address will be used only for required notifications and other pertinent business communications. It will not change or grant login credentials to the secure Provider website.
60 Day Notifications and Administrative Updates

- Pharmacy Coverage Changes
- Modifier Reimbursement Changes
- Change in Mailing Address for Refund Checks
- Correct Coding Reminder
- Update: Commercial Physician and Outpatient Hospital Fee Schedules
- Changes to Partial Hospitalization Program Billing Requirements
- Additional Required Benefits for Child-Adolescent Behavioral Disorders
- Update: Administering and Dispensing Buprenorphine through OTPS
- Substance Use Disorders (SUDS) in the Primary Care Setting

Administrative Updates:
- Update: Tufts Health Plan Provider Directory
- Claim Check Software Removed from Processing System
- Drugs and Biologicals Payment Policy Change
- New Option for Submitting Peer to Peer Reviews
- Quitworks Offers Free Smoking Cessation Assistance for Members
- New and Updated Clinical Practice and Preventative Health Guidelines
- Survey: Behavioral Health Screening Practices in a PCP Setting
- New Pharmacy Tool MyPrescription Shopper
Tufts Health RITogether Claims and Enrollment
- Effective September 1, 2020.

As part of the system implementation for Tufts Health RITogether claims and enrollment, providers contracted for both Massachusetts and Rhode Island Tufts Health Public Plans products will begin receiving combined payment information.

▪ Providers will still be able to access specific data by product on the secure Provider portals.
  ▪ Secure Provider Portal - Tufts Health Direct, Tufts Health Together and Tufts Unify Plans.
  ▪ Tufts Health Provider Connect Portal – Tufts Health RITogether

Please Note: At this time, Tufts Health Plan does not anticipate any changes that providers need to make or action to be taken because of, or in preparation for, this system update.

▪ For questions regarding this system change, call Tufts Health Public Plans Provider Services (RI) at 844.301.4093.
Provider Education Webinars

Coronavirus (Covid-19) Updates for Providers
Thursday, September 10, 2020 | 12-1 p.m.

Secure Provider Portal Overview
Tuesday, September 15, 2020 | 12-1 p.m.

Coronavirus (Covid-19) Updates for Providers
Wednesday, September 23, 2020 | 12-1 p.m.

Applied Behavioral Analysis (ABA) Overview for Behavioral Health Providers
Thursday, September 24, 2020 | 11 a.m.–12 p.m.

MHK - Medical Management System Overview
Wednesday, September 30, 2020 | 1-2 p.m.

Coronavirus (Covid-19) Updates for Providers
Tuesday, October 6, 2020 | 12-1 p.m.

Behavioral Health MHK - Medical Management System Overview
Wednesday, October 7, 2020 | 11 a.m.–12 p.m.

Referrals, Prior Authorization and Inpatient Notification
Thursday, October 8, 2020 | 10-11 a.m.

Pharmacy Overview
Tuesday, October 13, 2020 | 11 a.m.–12 p.m.

Tufts Health Public Plans Overview
Wednesday, October 21, 2020 | 11 a.m.–12 p.m.

Secure Provider Portal Overview
Monday, October 26, 2020 | 10-11 a.m.

Coronavirus (Covid-19) Updates for Providers
Wednesday, October 28, 2020 | 12-1 p.m.
Upcoming Office Managers Meeting

Registration: tuftshealthplan.com/provider/training/office-managers-meetings

Office Managers Meetings
On-site and/or livestreamed

Office Managers Meetings are designed to assist providers and office staff in doing business with Tufts Health Plan. These interactive sessions (on-site and livestreamed) offer opportunities for questions and are customized to fit each audience. Office Managers Meetings are offered in various locations across Massachusetts, New Hampshire and Rhode Island and occur several times a year.

Registration required
Because space is limited, please register in advance by clicking the appropriate link below.

<table>
<thead>
<tr>
<th>Location</th>
<th>Date</th>
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<tbody>
<tr>
<td>Office Managers Meeting by Livestream</td>
<td>September 9, 2020</td>
</tr>
<tr>
<td>Behavioral Health Office Managers Meeting by Livestream</td>
<td>September 22, 2020</td>
</tr>
<tr>
<td>Office Managers Meeting by Livestream</td>
<td>November 18, 2020</td>
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Guides and Resources for Providers
- tuftshealthplan.com/provider/training/guides-and-resources

Guides and Resources
Printable guides and resources for providers

Secure Provider Portal (Commercial products, Senior Products and Tufts Health Public Plans Massachusetts products)
- Tufts Health Plan Secure Provider Portal User Guide
- Authorization Inquiry
- Claim Status Inquiry
- Eligibility and Benefits Inquiry
- Inpatient Notification Inquiry
- Inpatient Notification Submission
- Online Claim Adjustments
- Referral Inquiry
- Referral Submission
- MHK Provider Portal User Guide

Secure Provider Portal (for Tufts Health RITogether)
- Tufts Health Provider Connect User Guide

Tufts Health Plan Senior Care Options (SCO)
- Care Model Training
- Continuing Education Resources
- Plan Overview

Tufts Health Public Plans
- Tufts Health Public Plans Member Benefits Guide
- Tufts Health Public Plans Durable Medical Equipment Prior Authorization Guide

Questions or Feedback?
Call 888.306.6307 option #7
Email Us

TUFTS Health Plan
Contact Information

Provider Call Centers:
- Tufts Health Plan Commercial Provider Services: 888.884.2404
- Tufts Health Public Plans Provider Services (MA): 888.257.1985
- Tufts Health Public Plans Provider Services (RI): 844.301.4093
- Tufts Health Plan Medicare Preferred and Tufts Health Plan SCO Provider Relations: 800.279.9022

EDI Operations: 888.880.8699 ext. 54042 or EDI_Operations@tufts-health.com

Technical Inquiries: 888.884.2404, option 6 or network_tech@tufts-health.com

Provider Education: provider_education@tufts-health.com
Thank you for attending today’s webinar.

Please share your feedback with us by completing a short survey. The link will be sent to your email address.

Please email any questions or comments suggestions that you may have regarding training opportunities to:

provider_education@tufts-health.com