

# Tufts Health Public Plans Provider Resource Guide

## USE OUR ONLINE TOOLS

You can find answers to most of your questions with the following online tools:

### tuftshealthplan.com/providerconnect

Use *Tufts Health Provider Connect* to:

- Submit claims
- Check the status of claims, referrals and prior authorizations
- Change a member's PCP
- View explanations of payment (EOPs)
- Get remittance advice
- Verify member eligibility
- Check your primary care patient panel
- Access the care plan/centralized enrollee record (CP/CER) for certain Tufts Health Public Plans members

### tuftshealthplan.com

Visit our website to access:

- Payment policies and coverage guidelines
- Benefit summary grids
- Our *Tufts Health Public Plans Provider Manual*
- Provider forms
- News articles and business updates
- Our *Preferred Drug List*

## Provider Update

Read our quarterly e-newsletter to get updates about:

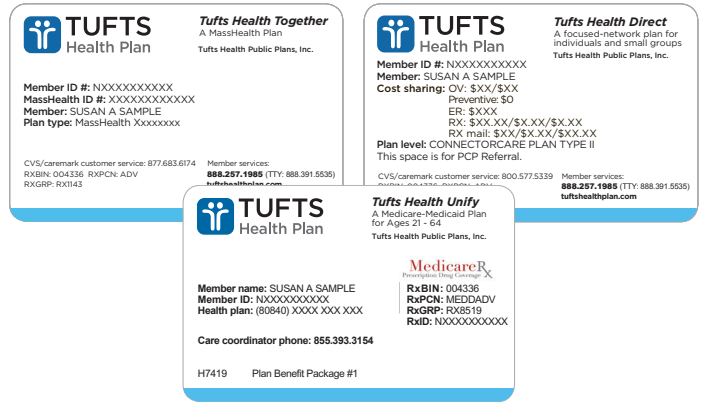
- Payment policies and coverage guidelines
- Pharmacy and *Preferred Drug List* changes
- Important business changes
- Regulatory requirements

Sign up for email updates at [tuftshealthplan.com/provider](http://tuftshealthplan.com/provider).

Tufts Health Public Plans *Provider Update* is our quarterly publication of updates relevant to our provider network and serves to amend our *Tufts Health Public Plans Provider Manual*.

## GET PATIENT INFORMATION

You can find essential coverage information on member ID cards, including plan, plan level and member ID number. The light blue bar indicates your patient is a member of Tufts Health Public Plans.



## CHECK ELIGIBILITY

Use the Tufts Health Public Plans member ID number (NXXXXXXXXXX) to check eligibility on the date of service through:

- *Tufts Health Provider Connect*, available 24/7
- New England Healthcare Exchange Network (NEHEN) or NEHEN/et
- Provider Services at **888.257.1985**, available Monday through Friday, from 8 a.m. to 5 p.m.

For questions when checking eligibility for your patients with *Tufts Health Together* (MassHealth) and *Tufts Health Unify* (Medicare-Medicaid One Care for people ages 21 - 64):

- MassHealth's customer service center at 800.841.2900, press 2; have your MassHealth provider number or National Provider Identification (NPI) number and password ready
- MassHealth Provider Online Service Center ([newmmis-portal.ehs.state.ma.us/EHSProviderPortal/providerLanding/providerLanding.jsf](http://newmmis-portal.ehs.state.ma.us/EHSProviderPortal/providerLanding/providerLanding.jsf))

If your Tufts Health Public Plans member is ineligible, he or she can call our Eligibility Review Line at 877.374.7537 to get help with the renewal process.

### Verify the patient is on your panel

PCPs can verify a patient is on their panel through *Tufts Health Provider Connect* at [tuftshealthplan.com/providerconnect](http://tuftshealthplan.com/providerconnect), NEHEN or NEHEN/et.

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## WORK WITH US

### Update your information

- Download a Tufts Health Public Plans Provider Information Form (PIF) from the Provider Resource Center on our website.
- Submit the completed PIF by email to [provider\\_data\\_request@tufts-health.com](mailto:provider_data_request@tufts-health.com).

### Request prior authorizations

- You will need prior authorization before sending members to an out-of-network provider. You can use our Find a Doctor, Hospital or Pharmacy tool to see which providers are in-network.
- Visit the Provider Resource Center on our website to download prior authorization forms for medical, behavioral health or pharmacy services.
- Check the status of prior authorizations with *Tufts Health Provider Connect*.

### Submit referrals

- Check the member's ID card for "PCP referral required." Members with this ID card need you to make a referral before they can see a specialist.
- Verify that the specialist to whom you are referring the member is an in-network provider with the Find a Doctor, Hospital, or Pharmacy tool on our website.
- Check the status of referrals with *Tufts Health Provider Connect*.

## GET PAID

### File claims through an electronic data interchange (EDI), such as:

- Secure file transfer protocol (SFTP) direct submission
- *Tufts Health Provider Connect*
- NEHEN or NEHENNet
- Clearinghouse submissions:
  - Payer ID 04298 for claims
  - Payer ID 04332 to receive ERAs through Change Healthcare

To get started or ask questions about submitting electronic claims, email us at [edi\\_operations@tufts-health.com](mailto:edi_operations@tufts-health.com), or call us at 617.972.9400 ext. 54042 and ask to speak with an EDI Specialist.

Get paid faster with an electronic funds transfer (EFT). Visit [emdeon.com/resourcepdfs/EPayment%20Enrollment%20Authorization-7.pdf](http://emdeon.com/resourcepdfs/EPayment%20Enrollment%20Authorization-7.pdf) or call Change Healthcare at 866.506.2830.

### When required, mail initial paper claims to:

Tufts Health Plan  
P.O. Box 8115  
Park Ridge, IL 60068-8115

### Check claim status online through:

- *Tufts Health Provider Connect*
- NEHEN or NEHENNet

### File requests for claim review and claim correction

- Download the Request for Claim Review Form from the Provider Resource Center on our website.
- Submit the claim in the time frame specified by the terms in your contract to:

Tufts Health Plan  
Attn: Provider Payment Dispute Team  
P.O. Box 9194  
Watertown, MA 02471-9194

### By email:

- Submit complete Tufts Health Public Plans Provider Information Forms to us at [provider\\_data\\_request@tufts-health.com](mailto:provider_data_request@tufts-health.com)
- Send questions about EDI to [edi\\_operations@tufts-health.com](mailto:edi_operations@tufts-health.com)

### By phone:

Call our provider services team at **888.257.1985**



NCQA is a private, nonprofit organization dedicated to improving health care quality.

## CONTACT US

### By mail:

Tufts Health Plan  
P.O. Box 9194  
Watertown, MA 02471-9194

### On the internet:

- Visit our website at [tuftshealthplan.com](http://tuftshealthplan.com)
- Visit *Tufts Health Provider Connect* at [tuftshealthplan.com/providerconnect](http://tuftshealthplan.com/providerconnect)

