

e-ACCESS FOR PROVIDERS

Giving providers instant access to information is one step in building better patient care. We are continuing our history of innovation through the e-business transactions we offer our providers.

From electronic submission of claims to our Web portal, we offer providers a wide range of choices in how they work with us. This helps to minimize administrative costs and enhance performance and efficiency.

On-line Practice Management

We have one of the most robust sites for providers in the industry, letting them resolve administrative issues without picking up the phone.

At www.tuftshealthplan.com/providers, providers and authorized users can do the following:

- View the status of a claim
- Check member eligibility and benefits
- Check referral status
- View and submit referrals
- View and submit preregistrations
- Obtain payment information
- View and submit Mental Health Service Requests
- Submit corrected claims and payment disputes
- Access provider unit reports
- Access the Clear Claim Connection tool
- View InterQual® Clinical Criteria and SmartSheets™
- Check the status of an authorization

Electronic Interactions

In addition to our Web site, we offer providers several other ways to interact with us electronically, including the following:

- Electronic submission of claims
- Interactive voice response system to check member eligibility and copayment amounts, and submit prior authorization requests for mental health services.
- e-Prescribing

Information

We also offer our providers access to the forms, manuals, and other documents that they need to work with us. Providers can do the following on our Web site:

- Search the Tufts Health Plan drug formulary
- Review our medical necessity guidelines
- Download a copy of the most up-to-date provider manual
- Download necessary forms
- View our policies on billing and referrals
- Get important news items that will impact their practice
- Review our quarterly Provider Update
- Search for specialists and other health care providers
- View disease management information
- Download clinical and administrative guidelines
- View newsletters, training programs, and quality profile reports



U.S. News and World Report and the National Committee on Quality Assurance (NCQA) State of Health Care Report recently named Tufts Health Plan the number two health plan in the nation.

For more information, contact the sales offices at:

- 1-800-208-8013 (Watertown Office)
- 1-800-208-9545 (Worcester Office)
- 1-800-337-4447 (Springfield Office)

www.tuftshealthplan.com