

## ADMINISTRATIVE TRANSACTION ANALYSIS

Please take a moment to tell us how you plan to conduct administrative transactions with Tufts Health Plan. This form is also available in the Electronic Services section of [www.tuftshealthplan.com/providers](http://www.tuftshealthplan.com/providers).

Transaction	Method for conducting this transaction (Check all that apply.)	
<b>Eligibility Inquiry</b>	<input type="checkbox"/> Tufts Health e-Access for Providers <input type="checkbox"/> NEHEN <i>Net</i> <input type="checkbox"/> Interactive Voice Response (IVR) System	<input type="checkbox"/> NEHEN Classic <input type="checkbox"/> Emdeon®
<b>Referral Submission</b>	<input type="checkbox"/> Tufts Health e-Access for Providers <input type="checkbox"/> NEHEN <i>Net</i> <input type="checkbox"/> Interactive Voice Response (IVR)	<input type="checkbox"/> NEHEN Classic <input type="checkbox"/> Emdeon® <input type="checkbox"/> Paper
<b>Referral Inquiry</b>	<input type="checkbox"/> Tufts Health e-Access for Providers <input type="checkbox"/> NEHEN <i>Net</i> <input type="checkbox"/> Phone	<input type="checkbox"/> NEHEN Classic <input type="checkbox"/> Emdeon®
<b>Authorization Submission</b>	<input type="checkbox"/> Phone	<input type="checkbox"/> Paper/Fax
<b>Authorization Inquiry</b>	<input type="checkbox"/> Tufts Health e-Access for Providers	<input type="checkbox"/> Phone
<b>Admission Certification/Preregistration</b>	<input type="checkbox"/> Tufts Health e-Access for Providers <input type="checkbox"/> Fax	<input type="checkbox"/> Phone
<b>Claim Submission</b>	<input type="checkbox"/> NEHEN Classic <input type="checkbox"/> EDI Direct <input type="checkbox"/> Paper	<input type="checkbox"/> NEHEN <i>Net</i> <input type="checkbox"/> EDI Clearinghouse
<b>Claim Status Inquiry</b>	<input type="checkbox"/> Tufts Health e-Access for Providers <input type="checkbox"/> NEHEN <i>Net</i>	<input type="checkbox"/> NEHEN Classic <input type="checkbox"/> Phone
<b>Electronic Remittance</b>	<input type="checkbox"/> NEHEN Classic <input type="checkbox"/> EDI Direct	<input type="checkbox"/> NEHEN <i>Net</i>
<b>Mental Health Care Service Requests</b>	<input type="checkbox"/> Tufts Health e-Access for Providers <input type="checkbox"/> Interactive Voice Response (IVR)	

Name

Provider ID

Telephone

### Questions?

If you have questions about any of these transactions, or if we can help assess your administrative transaction needs, please contact Tufts Health Plan's Provider Education team; e-mail [Provider\\_Education@tufts-health.com](mailto:Provider_Education@tufts-health.com) or call 1-888-306-6307, option 7.

Please return this form with your enrollment package or send it to: Tufts Health Plan, 705-3A Mount Auburn Street, Provider Education, Watertown, MA 02472-1508; fax 1-617-972-9589.

## Electronic Solutions Meet Administrative Needs

Tufts Health Plan offers a wide range of electronic solutions for your administrative needs. Using electronic self-service tools with Tufts Health Plan will help streamline your practice, reduce administrative costs, and increase information security.

### Technology Options

#### Tufts Health e-Access for Providers [www.tuftshealthplan.com/providers](http://www.tuftshealthplan.com/providers)

- Eligibility Inquiry and Benefit Information
- Referral Submission and Inquiry
- Authorization Inquiry
- Preregistration Submission and Inquiry
- Claim Status Inquiry
- Corrected Claims and Payment Disputes
- Mental Health Care Service Request
- InterQual® Clinical Criteria and SmartSheets™
- Clinical Quality Management (CQM) Reports for PCPs
- Provider Unit Reports
- Clear Claim Connection

#### EDI Direct 1-888-880-8699 ext. 4042

- Claim Submission
- Remittance

#### NEHEN Classic 1-781-290-1290 [www.nehen.org](http://www.nehen.org)

- Eligibility Inquiry
- Referral Submission and Inquiry
- Claim Submission
- Claim Status Inquiry
- Remittance
- Remittance Reader

#### NEHENNet (Web-based NEHEN) 1-888-880-8699 ext. 3344 [www.nehennet.org](http://www.nehennet.org)

- Eligibility Inquiry
- Referral Submission and Inquiry
- Claim Submission
- Claim Status Inquiry
- Remittance
- Remittance Reader

#### Interactive Voice Response (IVR) 1-888-884-2404

- Eligibility Inquiry
- Mental Health Authorization Requests
- Mental Health Authorization Inquiry

#### EDI Clearinghouse 1-888-880-8699 ext. 4042

- Claim Submission

#### Emdeon Office 1-877-363-3666 [www.emdeon.com](http://www.emdeon.com)

- Eligibility Inquiry
- Referral Submission and Inquiry

### Transaction Options

#### Eligibility Inquiry

- Tufts Health e-Access for Providers
- NEHENNet
- IVR
- NEHEN Classic
- Emdeon®

#### Benefit Information

- Tufts Health e-Access for Providers
- NEHEN Classic
- NEHENNet

#### Referral Inquiry

- Tufts Health e-Access for Providers
- NEHEN Classic
- NEHENNet
- Emdeon® (if submitted via Emdeon®)

#### Referral Submission

- Tufts Health e-Access for Providers
- NEHENNet
- IVR (Mental Health Care Service Requests only)
- NEHEN Classic
- Emdeon®

#### Authorization Inquiry

- Tufts Health e-Access for Providers

#### Claim Submission

- NEHEN Classic
- EDI Clearinghouse
- NEHENNet
- EDI Direct

#### Claim Status Inquiry

- Tufts Health e-Access for Providers
- NEHEN Classic
- NEHENNet

#### Preregistration Submission and Inquiry

- Tufts Health e-Access for Providers

#### Corrected Claims and Payment Disputes

- Tufts Health e-Access for Providers

#### Mental Health Care Service Requests

- Tufts Health e-Access for Providers
- IVR

#### Electronic Remittance

- NEHEN Classic
- EDI Direct
- NEHENNet

#### Clear Claim Connection

- Tufts Health e-Access for Providers

#### Clinical Tools and Provider Reports

- Tufts Health e-Access for Providers