

Working with CareLinkSM

The administrative services for CareLink accounts are shared between Tufts Health Plan and CIGNA HealthCare (CHC); however, one is selected to serve as the primary administrator for each particular CareLink account. The administrative lead performs most plan administrative functions including claim adjudication. The member's ID card is uniquely branded to indicate the primary administrator.

Determining Questions Regarding:	CareLink - CIGNA HealthCare (as Primary Administrator)	CareLink - Shared Administration (Unions & Allied Trades)	CareLink - Tufts Health Plan (as Primary Administrator)
Verification			
What is the governing contract for provider reimbursement?	Tufts Health Plan in MA & RI CHC in all other states	Tufts Health Plan in MA & RI CHC in all other states	Tufts Health Plan in MA & RI CHC in all other states
What is the CareLink medical provider network?			
What is the CareLink Mental Health provider network?	CIGNA Behavioral Health or Mental Health carve-out based on employer group discretion	Employer group discretion	Tufts Health Plan in MA & RI and CIGNA Behavioral Health in other 48 states or Mental Health carve-out based on employer group discretion
Eligibility			
How is Primary Administrator indicated on electronic functionality?	CareLink – CHC	CareLink – Shared Administration	CareLink – Tufts Health Plan
How does the member ID number vary by primary administrator?	Begins with U 9 digit ID # + suffix example: U12345678 01	Numeric 9 digit ID # + suffix example: 123456789 01 <i>Note: DC35 member ID numbers begins with A1 Iron Clad member ID numbers is the employee SSN with suffix</i>	Numeric, begins with 776, 777, 886, 887 9 digit ID # + suffix example: 886123456 01
How do I confirm eligibility for a CareLink member?	<ul style="list-style-type: none"> tuftshealthplan.com NEHEN CHC & Tufts Health Plan IVR cignaforhcp.com CHC and Tufts Health Plan service centers Emdeon Office (Web MD) 	<ul style="list-style-type: none"> tuftshealthplan.com NEHEN Tufts Health Plan IVR CHC and Tufts Health Plan service centers DC35: 1-800-799-1240 Iron Clad: 1-617-436-3500 1-866-229-4766 	<ul style="list-style-type: none"> tuftshealthplan.com NEHEN Tufts Health Plan IVR CHC and Tufts Health Plan service centers
How do I confirm benefits information for a CareLink member?	CHC 1-800-CIGNA24	Unions & Allied Trades: • DC35: 1-800-799-1240 • Iron Clad: 1-617-436-3500 1-866-229-4766	Tufts Health Plan 1-888-884-2404

Determining Questions Regarding:	CareLink - CIGNA HealthCare (as Primary Administrator)	CareLink - Shared Administration (Unions & Allied Trades)	CareLink - Tufts Health Plan (as Primary Administrator)
Claims Submission & Payment			
Where do I send EDI claims for CareLink members? <i>Note: EDI edits of receiving Health Plan apply</i>	Either Tufts Health Plan or CHC 9 digit ID number + suffix required example: U12345678 01	Tufts Health Plan 9 digit ID number + suffix required example: 123456789 01	Tufts Health Plan 9 digit ID number + suffix required example: 886123456 01
How do I track submission for my EDI claims?	<ul style="list-style-type: none"> If sent to CHC, claim # issued by CHC If submitted to Tufts Health Plan, claim is redirected to CHC and Tufts Health Plan submitter report states CareLink 	Submitters will receive Tufts Health Plan submitter reports with a claim # issued by Tufts Health Plan <i>Note: Unions may apply their own claim # on EOB</i>	Submitters will receive Tufts Health Plan submitter reports with a claim # issued by Tufts Health Plan
How do I submit paper claims?	(Appropriate address is located on member's ID card) P.O. Box 5200 Scranton, PA 18505-5200 or P.O. Box 182223 Chattanooga, TN 37422-7223	P.O. Box 9165 Watertown, MA 02471-9165 9 digit ID number + suffix required example: 123456789 01	P.O. Box 9165 Watertown, MA 02471-9165 9 digit ID number + suffix required example: 886123456 01
Which organization performs adjudication and sends the Statement of Account?	CHC 1-800-CIGNA24	Unions & Allied Trades: <ul style="list-style-type: none"> DC35: 1-800-799-1240 Iron Clad: 1-617-436-3500 1-866-229-4766 	Tufts Health Plan 1-888-884-2404
How can I perform a status inquiry on claims?	<ul style="list-style-type: none"> cignaforhcp.com 1-800-CIGNA24 	Unions & Allied Trades: <ul style="list-style-type: none"> DC35: 1-800-799-1240 Iron Clad: 1-617-436-3500 1-866-229-4766 	<ul style="list-style-type: none"> tuftshealthplan.com NEHEN 1-888-884-2404
Where do I send a Provider Payment Dispute? <i>Note: For all disputes, please utilize a CareLink Provider Payment Dispute form which can be found on the Provider section of the Tufts Health Plan Web Site</i>	CHC – CareLink Appeals Unit P.O. Box 5225 Scranton, PA 18505-522	Tufts Health Plan P.O. Box 9165 Watertown, MA 02471-9165	

Determining Questions Regarding:	CareLink - CIGNA HealthCare (as Primary Administrator)	CareLink - Shared Administration (Unions & Allied Trades)	CareLink - Tufts Health Plan (as Primary Administrator)
Member Medical Management			
Who do I call to obtain prior authorization or precertification for a CareLink member?	CHC 1-800-CIGNA24	CHC (CareAllies) ¹ • DC35: 1-800-558-9639 • Iron Clad: 1-800-768-4695	CHC 1-800-CIGNA24
Who coordinates medical management services for CareLink members?			Tufts Health Plan 1-888-884-2404
Who coordinates disease management programs for CareLink members?			
What is the CareLink transplant provider network?	Tufts Health Plan in MA & RI CHC (or LifeSource) in all other states	Tufts Health Plan in MA & RI CHC (or LifeSource) in all other states	Tufts Health Plan in MA & RI CHC (or LifeSource) in all other states
Authorization policies	Tufts Health Plan and CHC have worked collaboratively to develop CareLink policies. Payment Policies on the Tufts Health Plan Web site reflect CareLink policies where applicable.	Tufts Health Plan and CHC have worked collaboratively to develop CareLink policies. Payment Policies on the Tufts Health Plan Web site reflect CareLink policies where applicable.	Tufts Health Plan and CHC have worked collaboratively to develop CareLink policies. Payment Policies on the Tufts Health Plan Web site reflect CareLink policies where applicable.
Where can I find the Prior Authorization List? ²	The CareLink Prior Authorization List can be found on the Tufts Health Plan Web site and the CHC Web site.	Inpatient services require precertification. Union/Fund may choose to select outpatient prior authorization requirements.	The CareLink Prior Authorization List can be found on the Tufts Health Plan Web site and the CHC Web site.
Observation	Notify CHC within 48 hours of an admission to observation. This does not apply to postoperative observation services.	Notify CareAllies within 48 hours of an admission to observation. This does not apply to postoperative observation services.	Notify CHC within 48 hours of an admission to observation. This does not apply to postoperative observation services.
High-Tech Imaging	CHC 1-800-CIGNA24 Authorization Option	Prior Authorization is not required for DC35 and Iron Clad	CHC 1-800-CIGNA24 Authorization Option
Pharmacy			
Who do I contact for Pharmacy prior authorization requests? ³	CHC 1-800-CIGNA24 or Pharmacy Carve Out	• DC35: 1-800-799-1240 • Iron Clad: 1-617-436-3500 1-866-229-4766	Caremark or PharmaCare: Standard Pharmacy Unit : 1-888-413-2723 Specialty Pharmacy Unit : 1-866-814-5506 or Pharmacy Carve Out For members of Rhode Island-based employer groups: PharmaCare or Tufts Health Plan. Call Tufts Health Plan Provider Services at 1-888-884-2404 to determine who to contact for Pharmacy prior authorization requests.

¹ CareAllies is the new name/brand of the Medical Management services offered previously under the name Intracorp, a subsidiary of CHC. This is a branding name change only. To learn more about CareAllies, visit www.careallies.com.

² Tufts Health Plan and CHC have established a formal committee to maintain this list on a quarterly basis.

³ Infertility drugs do not require prior authorization.