

Working with CareLinkSM

The administrative services for CareLink accounts are shared between Tufts Health Plan and CIGNA HealthCare; 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 CareLink medical provider network?	Tufts Health Plan in MA & RI CIGNA HealthCare in all other states	Tufts Health Plan in MA & RI CIGNA HealthCare in all other states	Tufts Health Plan in MA & RI CIGNA HealthCare in all other states
What is the governing medical contract for provider reimbursement?			
What is the CareLink mental health provider network?	CIGNA Behavioral Health or mental health carve-out based on employer group discretion	Employer group discretion Based on network chosen	Tufts Health Plan in MA & RI, CIGNA Behavioral Health in other 48 states or mental health carve-out based on employer group discretion
What is the governing mental health contract for provider reimbursement?			
Eligibility			
How do I identify the primary administrator of a CareLink plan?	<ul style="list-style-type: none"> Alphanumeric ID number ID begins with U 9 characters + suffix Example: U12345678 01 	<p>DC35:</p> <ul style="list-style-type: none"> Alphanumeric ID number ID begins with A1 9 characters + suffix Example: A12345678 01 <p>Iron Clad:</p> <ul style="list-style-type: none"> Numeric Subscriber/Employee SSN-based 9 characters + suffix Example: 123456789 01 	<ul style="list-style-type: none"> Numeric ID number ID begins with 775, 776, 888, 889 9 characters + suffix Example: 889123456 01
How do I confirm eligibility for a CareLink member? ¹	<ul style="list-style-type: none"> tuftshealthplan.com Tufts Health Plan Provider Services NEHEN cignaforhcp.com CIGNA HealthCare Call Center Emdeon Office 	<ul style="list-style-type: none"> tuftshealthplan.com NEHEN Tufts Health Plan Provider Services DC35: 1-800-799-1240 Iron Clad: 1-617-436-3500 1-866-229-4766 	<ul style="list-style-type: none"> tuftshealthplan.com Tufts Health Plan Provider Services NEHEN Tufts Health Plan IVR Emdeon Office

¹ Eligibility is subject to retroactive reporting of disenrollment.

Determining Questions Regarding:	CareLink - CIGNA HealthCare (as Primary Administrator)	CareLink - Shared Administration (Unions & Allied Trades)	CareLink - Tufts Health Plan (as Primary Administrator)
How do I confirm benefits information for a CareLink member?	<ul style="list-style-type: none"> cignaforhcp.com 1-800-CIGNA24 	<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 Tufts Health Plan Provider Services
Claims Submission & Payment			
Where do I submit paper claims?	Appropriate address is located on the back of the member's ID card	Appropriate address is located on the back of the member's ID card	Appropriate address is located on the back of the member's ID card
Where do I send EDI claims for CareLink members? Note: EDI edits of receiving health plan apply	CIGNA HealthCare or Tufts Health Plan	Tufts Health Plan	Tufts Health Plan
How do I track submission for my EDI claims?	<ul style="list-style-type: none"> If sent to CIGNA HealthCare, claim # issued by CIGNA HealthCare If submitted to Tufts Health Plan, claim is redirected to CIGNA HealthCare and Tufts Health Plan submitter report states CareLink 	Submitters will receive Tufts Health Plan submitter reports with a claim # issued by Tufts Health Plan Note: Unions may apply their own claim # on EOB	<ul style="list-style-type: none"> Submitters will receive Tufts Health Plan submitter reports with a claim # issued by Tufts Health Plan
Which organization performs adjudication and sends the Statement of Account/ Explanation of Payment?	CIGNA HealthCare	<ul style="list-style-type: none"> DC35 Iron Clad 	Tufts Health Plan
How can I obtain claim status?	<ul style="list-style-type: none"> cignaforhcp.com 1-800-CIGNA24 	<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 Tufts Health Plan IVR
Where do I send a payment dispute? Note: The appropriate dispute form must be included with all disputes to ensure proper routing and processing.	CIGNA HealthCare Inc. National Appeals Unit P.O. Box 188011 Chattanooga, TN 37422 Provider Payment Dispute Coversheet	Tufts Health Plan CareLink Shared Administration P.O. Box 9165 Watertown, MA 02471-9165 Provider Payment Dispute Coversheet	Tufts Health Plan CareLink Primary Administration P.O. Box 9190 Watertown, MA 02471-9190 Provider Payment Dispute Coversheet

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 contact to obtain prior authorization or precertification for a CareLink member?	cignaforhcp.com 1-800-CIGNA24	CareAllies ² <ul style="list-style-type: none"> DC35: 1-800-558-9639 Iron Clad: 1-800-768-4695 	cignaforhcp.com 1-800-CIGNA24
Who coordinates medical management services for CareLink members?			tuftshealthplan.com 1-888-884-2404
Who coordinates disease management programs for CareLink members?	tuftshealthplan.com CareLink Prior Authorization List cignaforhcp.com	Not Applicable Shared Administration does not require prior authorization Note: Precertification is required for inpatient admissions	tuftshealthplan.com CareLink Prior Authorization List cignaforhcp.com .
Where can I find the Prior Authorization List? ³			cignaforhcp.com 1-800-CIGNA24
Who do I contact for authorization of medical benefit drugs?	Notify CIGNA Healthcare 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 CIGNA HealthCare within 48 hours of an admission to observation. This does not apply to postoperative observation services.
Who do I contact to notify of an observation admission?	1-800-CIGNA24 Authorization Option	Not Applicable Shared Administration does not require prior authorization	1-800-CIGNA24 Authorization Option
Who do I contact for high-tech imaging authorization?	Tufts Health Plan in MA & RI CIGNA HealthCare (or LifeSource) in all other states, including NH	Tufts Health Plan in MA & RI CIGNA HealthCare (or LifeSource) in all other states, including NH	Tufts Health Plan in MA & RI CIGNA HealthCare (or LifeSource) in all other states, including NH
What is the CareLink transplant provider network?	Prescription Drugs		
Who do I contact for pharmacy prior authorization requests? ⁴	1-800-CIGNA24 or Pharmacy Carve Out	<ul style="list-style-type: none"> DC35: 1-800-799-1240 Iron Clad: 1-617-436-3500 1-866-229-4766 	CVS Caremark Standard Pharmacy Unit : 1-888-413-2723 Specialty Pharmacy Unit : 1-866-814-5506 or Pharmacy Carve Out

² CareAllies is the new name/brand of the Medical Management services offered previously under the name Intracorp, a subsidiary of CIGNA HealthCare. This is a branding name change only. To learn more about CareAllies, visit www.careallies.com.

³ Tufts Health Plan and CIGNA HealthCare have established a formal committee to maintain this list on a quarterly basis.

⁴ Infertility drugs do not require prior authorization.