

As a contracting Tufts Health Plan provider, you will be rendering services to members of our commercial products, including our CareLink plans.

## Background

Tufts Health Plan and CIGNA HealthCare have formed an alliance to offer CareLink, an open access health plan that provides both in-network and out-of-network benefits. No referrals are needed for specialty care, although prior authorization and precertification requirements may apply.

The administrative services for CareLink plans are shared between Tufts Health Plan and CIGNA HealthCare. However, either Tufts Health Plan or CIGNA HealthCare serves as the primary administrator for each particular CareLink account. The primary administrator performs most plan administrative functions, including claims payment.

### Please note:

- You do not need to contract with CIGNA HealthCare to be reimbursed for services rendered to CareLink members. (For providers who do not contract with CIGNA Behavioral Health, the member's out-of-network benefit applies if the member's benefit is administered by CIGNA Behavioral Health.)
- CIGNA HealthCare is not an affiliate of Tufts Health Plan, and your contractual agreement with Tufts Health Plan does not require that you accept members of CIGNA HealthCare.
- Your Tufts Health Plan contract applies when you provide services to CareLink members. You are reimbursed based on Tufts Health Plan's fee schedule and in accordance with the terms of your Tufts Health Plan agreement.

## Provider Resources

Tufts Health Plan offers a number of online resources at our public Web site, [www.tuftshealthplan.com](http://www.tuftshealthplan.com), to assist you and your office staff in your work with CareLink members:

- A brief overview of [CareLink](#) is available in the Plans section of Tufts Health Plan's Web site. Additional details can be found in the [CareLink chapter](#) of Tufts Health Plan's [Commercial Provider Manual](#).
- [Working with CareLink](#) serves as your primary resource for the CareLink product and answers the most common CareLink questions: how to check member eligibility and benefits, when to call Tufts Health Plan and when you should contact CIGNA HealthCare, where to submit claims for reimbursement, and more. The Working with CareLink document is located in the Plans section of the Tufts Health Plan Web site.
- The [CareLink Prior Authorization List](#) includes all outpatient services, procedures and items requiring prior authorization or precertification for CareLink members. That list can be found under the heading "[Medical Necessity Guidelines](#)" in the [Clinical Resources](#) section of our Web site. For precertification of all outpatient medical services requiring prior authorization, including high-tech imaging, contact CIGNA HealthCare, or use their online precertification tool at [www.cignaforhcp.com](http://www.cignaforhcp.com) or NaviNet®.
- For pharmacy precertifications, check the member's ID card or eligibility information to determine the contact, as this varies depending on the member's plan.

Please note that these documents are updated as needed to reflect changes, and the Tufts Health Plan Web site is always your best source for the most current information.

In addition, to those resources, our [Training Programs](#) for providers and their staff include free [online training](#) and [instructor-led Web Meetings](#) on CareLink.