

PCP Required		Referral Required	
In-Network Coverage	√	Out-of-Network Coverage	√
Copayments	√	Deductible/Coinsurance	√

Description

CareLink - Shared Administration is offered specifically to Unions and Allied Trade employer groups. Tufts Health Plan, CIGNA HealthCare (CHC) and the Union Office will share administration of claims payment, medical management and other administrative functions. CareLink - Shared Administration Members have access to the Tufts Health Plan provider network in Massachusetts and Rhode Island and the CHC provider network in the remaining states. The Member ID number will be either a social security number or a 9 digit random number, with 2-digit suffix, based on the employer group discretion. The Member ID number along with the logos of Tufts Health Plan, CHC and the Union will appear on the ID card.

Note: If the Member ID number is social security number based, the ID card may contain Xs as a placeholder for a portion of the number to protect the Members identity. Claims must be submitted with the full 9 digit ID number and 2-digit suffix. Members should be asked to provide the full ID number at the time of service.

Coverage

These employer groups, like all other self-funded groups, select their own benefits. Services and subsequent payments are based on the Member's eligibility and Union plan benefit. Detailed benefit coverage and claims status inquiry can be verified by contacting the Union Office, which can be found on the Member's ID card. Providers can log in to the Tufts Health Plan Web site or use EDI to obtain eligibility information only for these members.

CareLink – Shared Administration covers appropriately authorized medically necessary covered services at the in-network and out-of-network level of benefits, subject to the applicable copayment, deductible and/or coinsurance.

Plan Administration

Tufts Health Plan, CHC and the Union Office will share administration of enrollment information, claims payment and medical management services.

For additional information, refer to the [Working with CareLink](#) document found in the Plans section of the Tufts Health Plan Web site.

Claims Submission and Reimbursement

Tufts Health Plan will price all claims, at fee schedule, for Massachusetts and Rhode Island providers and send to the Union Office for payment. CHC will price claims for providers in the remaining states.

Submit all claims to Tufts Health Plan:

- Electronic claim submission is preferred for faster claim adjudication. Reference the [Electronic Services](#) page of the Tufts Health Plan Web site for information about electronic claims. For further assistance call the Tufts Health Plan EDI Operations department at (617) 972-9400 x4042.
- Questions regarding claims status inquiry should be directed to the Union Office at the telephone number located on the Member's ID card.
- Paper claims should be submitted to Tufts Health Plan P.O. Box 9165 Watertown, MA 02471.

The Union Office will send out checks and corresponding statement of account.

Tufts Health Plan providers in Massachusetts and Rhode Island will be reimbursed based on the Tufts Health Plan fee schedule and in accordance with the terms of the Tufts Health Plan agreement. In all other states, CHC fee schedules and contract agreements will apply.

Authorizations

Similar to all other CareLink groups, CHC will perform all medical management, regardless of the state where services are rendered. Reference the Member ID card to determine the applicable requirements to follow regarding the need for precertification or prior authorization of inpatient and outpatient services.

If the back of the Member ID card states "INPATIENT ADMISSION" above the precertification language, then inpatient procedures require [precertification](#). Members are responsible for precertification only when services are unauthorized or provided by out-of-network providers.

If the back of the Member ID card states "INPATIENT ADMISSION AND OUTPATIENT PROCEDURES" above the precertification language, then inpatient procedures require [precertification](#) and specified outpatient procedures require prior authorization. The [CareLink Prior Authorization List](#) is available on the Tufts Health Plan Web site for all outpatient services that require prior authorization.

Behavioral Health

CIGNA Behavioral Health (CBH), Tufts Health Plan, or another entity may administer behavioral health services based on an employer's plan design. Please check the Member's ID card for the telephone number of the Union Office to get specific plan benefit information.

Note: Behavioral Health and Pharmacy services may be "carved out" to a different vendor based on the employer choice. Refer to the Member's ID card for specific details.

Transplant

In Massachusetts and Rhode Island, the transplant network is the Tufts Health Plan contracted Transplant Centers of Excellence network. Outside of Massachusetts and Rhode Island, the transplant network is the CIGNA HC LIFESOURCE network.