

At Tufts Health Plan, we believe that technology not only supports our mission of keeping our members healthy, but also improves the quality of health care by giving you tools to help improve your administrative efficiency. Tufts Health eAccess *for Providers*, our secure website, enhances customer service for our providers by delivering the information you need - when you need it.

With Electronic Data Interchange (EDI) is an important piece of Tufts Health eAccess. With EDI, providers can submit claims and referrals electronically, and receive electronic remittance from Tufts Health Plan.

Electronic Claims

Direct Submission

For faster turnaround and more timely payment, providers can send their EDI claims directly to Tufts Health Plan. For direct submission, a provider's billing system is set up to dial directly into the claims system at Tufts Health Plan. Direct claim submission also includes direct support with a Tufts Health Plan EDI analyst for quick resolution of any EDI issues. There are no charges for direct claims submission.

Note: Tufts Health Plan does not offer online claim submission at this time.

Electronic Remittance

Whether submissions are made directly or through a clearinghouse, Tufts Health Plan offers providers electronic remittance. Electronic remittance allows providers to automatically post payments and claim denials.

Clearinghouses

Tufts Health Plan accepts EDI claims from all major clearinghouses. Providers send one electronic file for all of their claims to the clearinghouse. The clearinghouse, in turn, distributes those claims to all of the payers. There is usually a fee associated with using a clearinghouse.

For more information about EDI, please call EDI Operations at 888-880-8699, ext. 4042, or e-mail us at edi_operations@tufts-health.com.