

OFFICE MATTERS

Information for Physician Offices in the Tufts Health Plan Network

Real-Time Electronic Transactions Available to Your Office

Tufts Health Plan supports a variety of real-time electronic transactions.

To use these transactions, network providers can choose from among three portals, including:

- Tufts Health Plan Web site, www.tuftshealthplan.com
- New England Healthcare EDI Network, or NEHEN
- Emdeon Office™

The information below will help you understand how your choice of portals will impact what information is available to your office.

Eligibility inquiry

- **Tufts Health Plan Web site and NEHEN:** These two portals provide the most complete array of eligibility information and benefits.

1. Basic copayments for primary care physician, specialist, and emergency room
2. Member-specific copayments for applicable services

3. Member-specific benefits, such as durable medical equipment and spinal manipulation coverage
4. Visits approved or used by member; for example, covered visits remaining
5. Coinsurance
6. Deductibles
7. Plan description

- **Emdeon:** Emdeon provides basic eligibility information for all products, with the exception of Liberty by Tufts Health Plan™, powered by Destiny Health.

1. Basic copayments for primary care physicians, specialists, and emergency room
2. Plan description

Referral submission

- **Tufts Health Plan Web site and NEHEN:** Referral submission is available for all plan types that require referrals.

- **Emdeon:** Supports referral submission. However, referrals cannot be processed for Tufts Health Plan Medicare Preferred members.

Referral inquiry

- **Tufts Health Plan Web site and NEHEN:** Referral inquiry is available for all plan types that require referrals, regardless of how they have been submitted.

- **Emdeon:** Referral inquiries through Emdeon can only access referrals originally submitted through the Emdeon portal. For example, if a referral is submitted on the Tufts Health Plan Web site or through NEHEN, that referral is not available for inquiry through Emdeon.

Claim status inquiry

- **Tufts Health Plan Web site:** All member types can be queried, with the exception of members of Liberty by Tufts Health Plan, powered by Destiny Health, and CareLinkSM.

- **NEHEN:** All member types can be queried, except members of CareLink

- **Emdeon:** Claim status inquiry is not available.

Network Providers May Appeal Claim Processing, Reimbursement Decisions

Providers in the Tufts Health Plan network have the right to file a payment dispute to appeal a decision related to the processing or reimbursement of a claim.

When appealing a decision and filing a payment dispute, providers must include a provider payment dispute form along with the following:

- A typed, case-specific letter explaining why the service was necessary
- Office notes, if applicable
- Invoice, if applicable

- Statement of accounts, with the claim circled
- Operative notes, if applicable
- Proof of timely filing, if applicable

If the dispute is filed without the required documentation, the dispute will be returned to the sender.

For additional information, please go to the Tufts Health Plan Web site, at www.tuftshealthplan.com/providers. Or call the Provider Services Department at 1-888-884-2404.

BILLING TIPS

Now Available Online: New Benefit Information for Tufts Health Plan Members

Network providers who are registered on the Tufts Health Plan Web site—www.tuftshealthplan.com/providers—can now view benefit information for their Tufts Health Plan patients who are members on the following Tufts Health Plan products:

- Health maintenance organization (HMO)
- Point-of-service plan (POS)
- Exclusive provider option (EPO)
- Preferred provider organization (PPO)
- Navigator by Tufts Health Plan™
- CareLinkSM
- Tufts Medicare Complement (TMC)

Enhanced information available

By logging on to the Tufts Health Plan Web site, network providers can access more complete information and functionality related to their Tufts Health Plan patients, including:

- Eligibility
- Specific member benefit information
- Costs/amounts that are the member's responsibility
- Number of covered visits allowed
- Number of covered visits used by member

Network providers can also:

- Submit and check referrals
- Request and check preregistrations
- Check the status of claims

The functionality also offers print-friendly screens, as well as online help that explains terms and frequently asked questions. In addition, the “plan year/benefit year” screen shows when benefits with limits will be reset.

Register on our Web site now

If you are not a registered Web site user, register now by going to www.tuftshealthplan.com/providers. Just click on Provider Login.

For more information

If you have questions or need additional information, call the Tufts Health Plan Provider Services Department at 1-888-884-2404, and select option 1.

Painters & Allied Trades DC 35 Health Plan

Watch for Our Newest CareLink Members

Beginning April 1, 2006, your practice may have begun to see members of CareLinkSM, Tufts Health Plan's newest plan offering with Cigna HealthCare.

CareLink members are required to show their ID card when obtaining covered health care services from network doctors, hospitals, or other medical providers.

ID card features

Please note that for CareLink members through the Painters & Allied Trades DC 35 Fund, all but the last four digits of the member's Social Security number are hidden on the ID card for enhanced security.

Please be sure to obtain the member's full Social Security number at the time of the visit to help ensure timely and accurate claims payment.

Please submit paper claims to CareLink Claims, P.O. Box 9165, Watertown, MA 02471-9165. Submit electronic claims to Tufts Health Plan. To verify member eligibility, contact the Painters & Allied Trades DC 35 Health Plan at 1-617-524-1240.

For more information

If you have questions about this information, please contact the Tufts Health Plan Provider Services Department at 1-888-884-2404.

Tufts Health Plan Telephone Directory

DEPARTMENTS

Precertification	800-672-1515
Member Services	800-462-0224
Provider Services	888-884-2404 TDD 800-861-2884
Tufts Health Plan Medicare Preferred	800-279-9022
Mental Health Program	800-208-9565
Coordination of Benefits	888-880-8699 ext. 1098

OFFICES

Springfield, MA	800-337-4447
Worcester, MA	800-208-9545