

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 e-Access *for Providers*, our secure Web site, enhances customer service for our providers by offering secure transactions and delivering the information you need - when you need it.

Our Interactive Voice Response (IVR) system is a convenient way to obtain important information over the phone using an automated system. Call Tufts Health Plan at 888-884-2404 and select the menu option to use the eligibility and copay inquiry. Simply follow the voice prompts to key in your identifying information and the member's data, and the IVR system will immediately provide:

- Verification of the member's eligibility
- Copay amounts for Primary Care Physician (PCP) office visits, specialist office visits, emergency room visits, surgical day care, and inpatient admissions, including the copays for community and tertiary hospital care

Mental Health providers can access the Mental Health IVR system at 800-208-9565.

By calling, you can:

- Obtain initial authorization for new patients with eligibility, benefit and copay information
- Submit the Mental Health Care Services Request form for additional visits
- Check a member's inpatient mental health and substance abuse designated facility (DF) assignment

In addition, Designated Facilities can use the IVR to register intermediate levels of care and Designated Facility discharges.

This fully automated system is available 24 hours a day, 7 days a week, for most plan types.

For more information on IVR or Tufts Health e-Access *for Providers*, call Provider Services at 888-884-2404 and select option 1, or e-mail us at network_tech@tufts-health.com