

Self-Service Technology Options

Technology/Functionality	Technical Requirements	Cost for Provider	Contact	Notes
EDI Direct <ul style="list-style-type: none"> • Eligibility inquiry • Claim submission • Remittance 	<ul style="list-style-type: none"> • Internet access or FTP capability • Technology expertise to comply with HIPAA format • Electronic connection with Tufts Health Plan 	<ul style="list-style-type: none"> • Internet access • No transaction fee 	Tufts Health Plan EDI Dept 888-880-8699, ext. 4042	<ul style="list-style-type: none"> • Testing requires minimum of 2 weeks
Tufts Health e-Access for Providers <ul style="list-style-type: none"> • Eligibility inquiry • Preregistration • Referral submission and inquiry • Claim status inquiry • Corrected claims, payment disputes 	<ul style="list-style-type: none"> • Internet access 	<ul style="list-style-type: none"> • Internet access 	Tufts Health Plan Web registration www.tuftshealthplan.com/providers	<ul style="list-style-type: none"> • Must be a registered user • 3-step registration process that requires form to be completed by a signatory
NEHEN (Access to all local payers) <ul style="list-style-type: none"> • Eligibility inquiry • Preregistration • Referral submission and inquiry • Claim submission and status inquiry • Remittance 	<ul style="list-style-type: none"> • Internet access 	<ul style="list-style-type: none"> • Internet access • Monthly fee dependent on organization size • No transaction fee 	NEHEN 781-290-1290 www.nehen.org	<ul style="list-style-type: none"> • Must be a NEHEN member
NEHENNet Small Office Solution Offers the same functionality as NEHEN	<ul style="list-style-type: none"> • Internet access 	<ul style="list-style-type: none"> • Small monthly fee • No transaction fee 	Tufts Health Plan Provider Technology Services 888-880-8699, ext. 3344	<ul style="list-style-type: none"> • Access to Mass Health information if have MA Health Reg ID # • Must be able to submit 837 format for claim submission
Emdeon Office <ul style="list-style-type: none"> • Eligibility inquiry • Referral submission and inquiry 	<ul style="list-style-type: none"> • Internet access 	<ul style="list-style-type: none"> • Internet access 	Emdeon 877-363-3666 www.emdeon.com	<ul style="list-style-type: none"> • Limited copay information • Referral inquiry only if referral submitted via Emdeon • Must be a Tufts Health Plan contracting provider
IVR <ul style="list-style-type: none"> • Eligibility inquiry • Referral submission and inquiry for Mental Health authorizations only • Claims Status Inquiry 	<ul style="list-style-type: none"> • Phone line 	<ul style="list-style-type: none"> • No transaction fee 	Tufts Health Plan Provider Services 888-884-2404	<ul style="list-style-type: none"> • Must have member ID number (including suffix) • Must have National Provider Identifier (NPI)