

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 enhances customer service for our providers, employers, brokers and members by delivering the information you need - when you need it.

Tufts Health Plan offers Web-based services to help providers better manage their health plan administration. Our online functionality is constantly evolving to provide more powerful business transaction capabilities.

Our Web-based services offer quick, easy and highly efficient access to information, ranging from member eligibility to an online provider directory. With Tufts Health Plan's Web-based solutions, providers and office staff can often obtain all the information needed without picking up the phone. In many cases, information found first at www.tuftshealthplan.com provides the answers you need for issue resolution.

Powerful Transaction Capabilities

Our Web-based self-service application suite offers several transactions, including:

- **Claims status inquiry** Enter basic member or claim-specific data and obtain detailed claim status information
- **Eligibility and benefit inquiry** Enter basic member identification data and obtain a concise, online eligibility report and member-specific benefits
- **Referral submission** Submit referrals online directly to Tufts Health Plan and instantaneously receive a referral authorization
- **Referral inquiry** Check the status of submitted referrals and high-tech imaging authorizations
- **Preregistration requests** Obtain a real-time preregistration number instead of using the phone or fax
- **Online claim adjustments** Correct claims, submit payment disputes, and return funds
- **InterQual[®] SmartSheets[™]** Access criteria to support care planning and level-of-care decisions and SmartSheets to request prior authorization for some services
- **Clinical Quality Management reporting** to track patient disease management

Additionally, mental health providers can submit a request for authorization of initial or additional visits right on the Web.

Critical Information at Your Fingertips

Not only does www.tuftshealthplan.com offer timesaving self-service tools, it also provides access to critical information and forms, as well as the latest news and industry happenings.

At www.tuftshealthplan.com/providers you can find:

- Clinical coverage guidelines
- Provider manuals
- Critical business forms
- Payment and authorization policies
- Important news that impacts providers' practices
- Provider Updates
- Search capabilities for specialists and other health care providers

To learn more about our exciting Web-based offerings, call Provider Services at 888-884-2404, or e-mail us at network_tech@tufts-health.com.