

# **Tufts Health Plan Overview for Massachusetts Association of Patient Account Management (MAPAM) - Annual All Payers Meeting**

**May 18, 2017**

# Division and Product Organization

To optimize use of our online resources, you must identify and select the Tufts Health Plan division in which the member's plan falls:

- **Commercial**
- **Medicare**
- **Tufts Health Plan Senior Care Options (SCO)**
- **Tufts Health Public Plans**

Refer to the **Products Overview and Member ID Card Guide** for assistance in determining a specific product and plan's division.

I am a ... **Provider** ≡ Our Plans Pharmacy Resource Center Condition Management Behavioral Health News Training Find a Doctor, Hospital...

Home > Provider

## Welcome Providers

To assist in determining copays, cost-share amounts, and other plan-specific information, we developed a [Products Overview and Member ID Card Guide](#).


Tufts Health Plan distributes its *Provider Update*\* newsletter by email. In order to receive *Provider Update*, you must complete the online registration form. Click "Register Your Email" below to view the form.

\*Copies of this information can be made available upon request by calling the appropriate Tufts Health Plan Provider call center.


**REGISTER YOUR EMAIL** ▶

**Provider Account Login**  
(You must select a division to login.)  
Select a Division ▼  
**LOGIN** ▶  
[Register For Access](#)

# Member ID Cards

**TUFTS**  
Health Plan

***Tufts Health Premier***  
Commercial Plans




**GROUP NAME**  
SUSAN A SAMPLE  
ID #: 999999999 01

Group#: 88888888

<u>Copayments</u>	<u>Office Visit</u>	<u>Specialist</u>
ER: \$XX	Tier 1: \$X	Tier 1: \$X
Preventive: \$0	Tier 2: \$X	Tier 2: \$X
	Tier 3: \$X	Tier 3: \$X

Additional copayments & deductibles may apply.

Member Services: (877) 658-3635  
Nurse Line: (866) 201-7919  
**tuftshealthplan.com**



RxBin: 004336  
RxPCN: ADV  
RXGROUP: RXTHP

Plan type

Member ID#

Copayment amounts

# Lifespan Premier Choice

- Tufts Health Plan, in association with Lifespan, offers Lifespan Premier Choice.
- Lifespan Premier Choice HMO and PPO are tiered products.
- To support providers' existing practice and referral patterns, providers are tiered at the integrated provider level.
  - Physicians and hospitals within the same contracted provider system are placed within the same tier.

## Plan Features

- Only available to Rhode Island employer groups
- Member cost incentives for using Lifespan providers
- In-network access to Tufts Health Plan network providers

	<b>TUFTS</b> Health Plan		Lifespan Premier Choice	Lifespan Premier Choice HMO Commercial Plans tuftshealthplan.com 2 TIER
<b>CARD GROUPNAME</b> MEMBER02 B. TEST				
<b>ID#: 999999002 01 Group#: 99999002</b>				
<u>Copayments</u>	<u>Office Visit</u>	<u>Specialist</u>		
ER: \$250	Tier 1: \$30	Tier 1: \$45		
Preventive: \$0	Tier 2: \$60	Tier 2: \$75		
Additional copayments & deductibles may apply.				
Member Services: 800.682.8059 Nurse Line: 866.201.7919				
			RxBin: 004336 RxPCN: ADV RxGROUP: RXTHP	



# TUFTS HEALTH FREEDOM PLAN

- Tufts Health Freedom Plan is an innovative joint venture between Granite Health and Tufts Health Plan.
- Product offerings include a diverse suite of tiered and non-tiered health plans for New Hampshire employers.
- Providers from the Granite Health systems along with providers contracted with Tufts Health Plan in NH, MA, and RI make up the Tufts Health Freedom Plan network.

TUFTS HEALTH  
**FREEDOM**  
PLAN

Granite Premier Choice EPO  
Commercial Plans

CARD GROUP NAME HERE  
MEMBER U. TEST  
ID#: 999999099 01    Group#: 99999003

<u>Copayments</u>	<u>Office Visit</u>	<u>Specialist</u>
ER: \$150	Tier 1: \$20	Tier 1: \$35
Preventive: \$0	Tier 2: \$35	Tier 2: \$45

Additional copayments may apply.

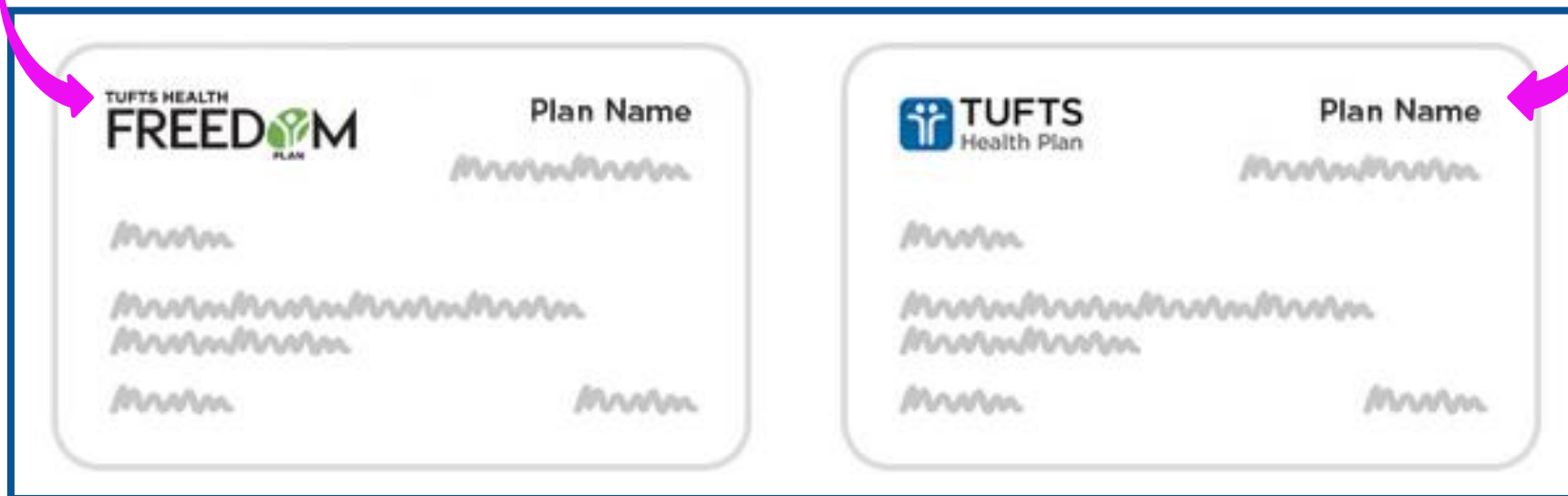
Member Services: (888) 501-6048  
Nurse Line: (866) 201-7919  
thfp.com

**CVS**  
CAREMARK

RxBin: 004336  
RxPCN: ADV  
RxGROUP: RXTHP


# Tufts Health Freedom Plans and Tufts Health Plan Commercial Plans


- Commercial providers may see Tufts Health Freedom Plan members. Tufts Health Freedom Plan members will have a Tufts Health Freedom Plan member ID card, and Tufts Health Plan Commercial members will have a Tufts Health Plan member ID card.




**Reminder:** Use Tufts Health Plan's secure Provider website to verify member eligibility, determine the member's plan type and access benefit information. [tuftshealthplan.com/provider](https://tuftshealthplan.com/provider)

# Senior Plans Member ID Cards

	<b>TUFTS</b> Health Plan	<i>Tufts Medicare Preferred HMO</i>
PCP FIRSTNAME LA STNAME, MD		<b>Copays</b> \$XX PCP OV \$XX Spec OV
RxBin	004336	
RxPCN	MEDDADV	
RxGRP	RX8657	
Issuer	80840	
<b>ID S12345678</b>		
Name	FIRSTNAME M. LA:	

	<b>TUFTS</b> Health Plan	<i>Tufts Medicare Preferred Prescription Drug Plan</i>
RxBin	004336	
RxPCN	MEDDADV	
RxGRP	RX8658	
Issuer	80840	
<b>MedicareRx</b> Prescription Drug Coverage		
<b>Issued: MM/DD/YYYY</b> CM S - S0655 - XXX		
A STNAME		

	<b>TUFTS</b> Health Plan	<i>Tufts Medicare Preferred Supplement Plan</i>
<b>Issued: MM/DD/YYYY</b>		
<b>ID S12345678</b>		
Name	FIRSTNAME LA STNAME	
The Medicare Supplement Plan allows you to be covered for services from any provider who accepts Medicare.		
		

	<b>TUFTS</b> Health Plan	<i>Senior Care Options (HMO SNP)</i>
PCP FIRSTNAME LA STNAME, MD		<b>Copays</b> \$0 PCP OV \$0 Spec OV \$0 ER
RxBin	004336	
RxPCN	MEDDADV	
RxGRP	RX8657	
Issuer	80840	
<b>MedicareRx</b> Prescription Drug Coverage		
<b>Issued: MM/DD/YYYY</b> CMS - H2256 - XXX		
i678 ME LA STNAME		

	<b>TUFTS</b> Health Plan	<i>Senior Care Options</i>
PCP FIRSTNAME LA STNAME, MD		<b>Copays</b> \$0 PCP OV \$0 Spec OV \$0 ER
RxBin	004336	
RxPCN	ADV	
RxGRP	RXTHP	
Issuer	80840	
<b>ID S12345678</b>		<b>Issued: MM/DD/YYYY</b>
Name	FIRSTNAME LA STNAME	



**Tufts Medicare Preferred HMO plans and the Tufts Health Plan Senior Care Options Plan earned a 5 out of 5 Star Rating from Medicare for the second year in a row!**

**This rating is a reflection of how well Tufts Health Plan supports its members and their health needs.**

MEDICARE'S  
★★★★★  
HIGHEST RATING

COMMITTED TO  
**QUALITY**  
COMMITTED TO  
**YOU**

**5 OUT OF 5 STARS\***  
FOR THE **SECOND**  
YEAR IN A ROW

Tufts Medicare Preferred HMO Plans  
Tufts Health Plan Senior Care Options Plan (HMO SNP)

**ENROLLMENT OPEN ALL YEAR**

**LEARN MORE**

\*Medicare evaluates plans based on a 5-star rating system. Star ratings are calculated each year and may change from one year to the next. Visit [www.Medicare.gov](http://www.Medicare.gov) for more information.



# Tufts Health Public Plans Member ID Cards



**Tufts Health Together**  
A MassHealth Plan  
Tufts Health Public Plans, Inc.

Member ID #: NXXXXXXXXXX  
MassHealth ID #: XXXXXXXXXXXXX  
Member: SUSAN A SAMPLE  
Plan type: MassHealth XXXXXXXX

CVS/caremark customer service: 877.683.6174  
RXBIN: 004336 RXPCN: ADV  
RXGRP: RX1143

Member services:  
**888.257.1985** (TTY: 888.391.5535)  
tuftshealthplan.com



**Tufts Health Direct**  
A focused-network plan for  
individuals and small groups  
Tufts Health Public Plans, Inc.

Member ID #: NXXXXXXXXXX  
Member: SUSAN A SAMPLE  
Cost sharing: OV: \$XX/\$XX  
Preventive: \$0  
ER: \$XXX  
RX: \$XX.XX/\$X.XX/\$X.XX  
RX mail: \$XX/\$X.XX/\$XX.XX  
Plan level: CONNECTORCARE PLAN TYPE II  
This space is for PCP Referral.

CVS/caremark customer service: 800.577.5339  
RXBIN: 004336 RXPCN: ADV

Member service:  
**888.257.1985** (TTY: 888.391.5535)  
tuftshealthplan.com



**Tufts Health Unify**  
A Medicare-Medicaid Plan  
for Ages 21 - 64  
Tufts Health Public Plans, Inc.

**MedicareRx**  
Prescription Drug Coverage

Member name: SUSAN A SAMPLE  
Member ID: NXXXXXXXXXX  
Health plan: (80840) XXXX XXX XXX

RxBIN: 004336  
RxPCN: MEDDADV  
RxGRP: RX8519  
RxID: NXXXXXXXXXX

Care coordinator phone: 855.393.3154

H7419 Plan Benefit Package #1

Plan type

Blue stripe indicates Tufts Health Public Plans



# Navigating Tufts Health Plan's Website

- [tuftshealthplan.com/provider](https://tuftshealthplan.com/provider)

Tufts Health Plan's Provider website has two distinct sections:

- **Public Provider website**

- Medical necessity guidelines
- Payment policies
- Pharmacy programs
- Provider manuals
- Training and education

- **Secure Provider website (registration required)**

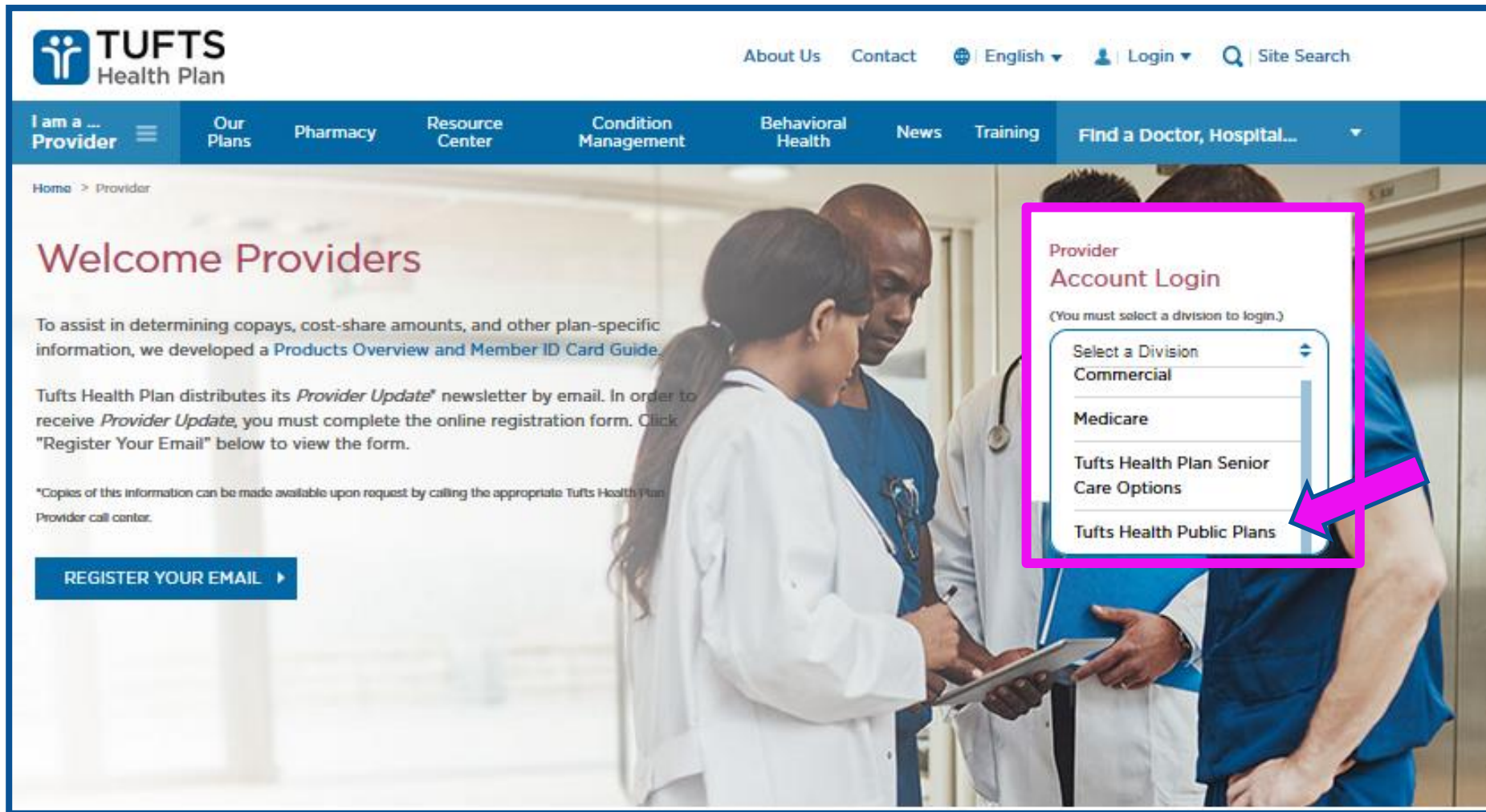
1. Tufts Health Provider Connect (Tufts Health Public Plans only)
2. Tufts Health Plan Provider Portal (Commercial and Senior Products)
  - Claims status inquiry
  - Eligibility and benefits
  - Referral inquiry and submission
  - Inpatient notification request submission
  - Online claim adjustments (not available for Senior Products)

# Select a Division

- To find the information that you need, identify which division of Tufts Health Plan your patient's plan is listed under.
- Tufts Health Plan Commercial plans, Tufts Medicare Preferred HMO, Tufts Health Plan Senior Care Options and Tufts Health Public Plans are different divisions that require separate provider agreements.
- Accept patients with plans that are listed in the divisions with which you hold provider agreements.
- Always verify member eligibility.
  - Check the member's ID card to determine the member's plan.
  - Use the secure Provider website to verify the member's plan.

# Secure Provider Website Login

## - Select a Division



**TUFTS**  
Health Plan

About Us Contact English Login Site Search

I am a ... **Provider** Our Plans Pharmacy Resource Center Condition Management Behavioral Health News Training Find a Doctor, Hospital...

Home > Provider

## Welcome Providers

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\*Copies of this information can be made available upon request by calling the appropriate Tufts Health Plan Provider call center.

**REGISTER YOUR EMAIL**

**Provider Account Login**

(You must select a division to login.)

Select a Division

Commercial

Medicare

Tufts Health Plan Senior Care Options

Tufts Health Public Plans

# Tufts Health Provider Connect

- Tufts Health Provider Connect offers online self-service tools for Tufts Health Public Plans.
- Tufts Health Public Plans include Tufts Health Direct, Tufts Health Together and Tufts Health Unify.



[About us](#) ➔ [Contact us](#) ➔ Call us at 888-257-1985

Welcome to *Tufts Health Provider Connect*

User ID

Password

[Forgot Your Password?](#) | [Forgot your username?](#) | [New User Registration](#)

**Sign In**



Use our convenient self-service tool to:

- Confirm member eligibility
- Check the status of a claim
- Check referral and authorization status
- Get useful provider resources and forms
- And more!





# Provider Resource Center

**TUFTS**  
Health Plan

About Us Contact English Login Site Search

I am a ...  
Provider

Our Plans Pharmacy Resource Center Condition Management Behavioral Health News Training Find a Doctor, Hospital...

Home > Provider > Resource Center

## Provider Resource Center

Forms, Documents, Manuals, Guidelines + more

Find all the information you need to do business with us, including provider manuals, forms, medical necessity guidelines, training materials, and specific plan design information.

Select a division to get started.

Please Select a Division

- Commercial
- Medicare
- Tufts Health Plan Senior Care Options
- Tufts Health Plan Public Plans

Search the Resource Cen... GO

View: [List Icon] [Grid Icon]

Please select a division to view related helpful resources.



# Payment Policies

The screenshot shows the 'Provider Resource Center' page. The navigation bar includes links for 'I am a ... Provider', 'Our Plans', 'Pharmacy', 'Resource Center', 'Condition Management', 'Behavioral Health', 'News', 'Training', and 'Find a Doctor, Hospital...'. The main heading is 'Provider Resource Center' with the subtitle 'Forms, Documents, Manuals, Guidelines + more'. A search bar contains the text 'Commercial' and a dropdown arrow. To the right of the search bar is a search input field with the text 'Authorization' and a 'GO' button. Below the search bar, a pink arrow points to the 'Authorization' text in the search input field. The search results section shows 'Showing All Results. To filter results, use the categories on the left.' followed by a list of categories: A, B, C, D, E, F, G, H, I, J, K, L, M, N, O, P, Q, R, S, T, U, V, W, X, Y, Z. On the left side, under 'Search By Category', there is a list of categories: Provider Manuals, Guidelines, Payment Policies, Provider Pharmacy, Behavioral Health, and Forms. A pink arrow points to the 'Payment Policies' category. The search results list includes 'Authorization Policy', 'Authorizations Commercial Provider Manual', 'Autism Services (PT, OT and ST) Authorization Form', and 'Cardiac Imaging Prior Authorization (Standard Form)'. Each result has a 'View/Download' link.

I am a ... Provider   Our Plans   Pharmacy   Resource Center   Condition Management   Behavioral Health   News   Training   Find a Doctor, Hospital...

Home > Provider > Resource Center

## Provider Resource Center

Forms, Documents, Manuals, Guidelines + more

Find all the information you need to do business with us, including provider manuals, forms, medical necessity guidelines, training materials, and specific plan design information.

Select a division to get started.

Commercial   Locate Division on Member ID Card

Authorization   GO

View: [Grid Icon] [List Icon]

Showing All Results. To filter results, use the categories on the left.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

**Search By Category**

- > Provider Manuals
- > Guidelines
- > Payment Policies
- > Provider Pharmacy
- > Behavioral Health
- > Forms

**Authorization Policy**   View/Download

**Authorizations**  
Commercial Provider Manual   View/Download

**Autism Services (PT, OT and ST) Authorization Form**   View/Download

**Cardiac Imaging Prior Authorization (Standard Form)**



# Administrative Updates and 60-Day Notifications\*

\* As published in the May 1, 2017 issue of *Provider Update*

# Provider Update

- tuftshealthplan.com/provider/news

**Provider News**

The latest news for our providers, including coverage updates, coding reminders, mandates, plan changes, requirements and more.

REGISTER FOR PROVIDER NEWS

**Provider Update**

Read Current Issues (May 2017):  
*Tufts Health Plan | Tufts Health Public Plans*

Tufts Health Plan Past Issues

Tufts Health Public Plans Past Issues

Commercial

News

View: [List Icon] [Grid Icon]

Select a viewing option

**Search By Year**

- ✓ 2017
- 2016
- 2015
- 2014

**Search By Category**

- 60-Day Notifications
- Behavioral Health
- Plans

**Standard Form for Medication PA Requests - Tufts Health Freedom Plan Only**  
Tufts Health Freedom Plan Only  
April 28, 2017

**Coverage Updates for Commercial Products**  
Commercial (Including Tufts Health Freedom Plan)  
View changes that apply to Commercial products.

**Commercial Pharmacy Coverage Changes**  
Commercial (Including Tufts Health Freedom Plan)  
April 28, 2017

**Tufts Health Freedom Plan - A Commercial Product**  
Commercial (Including Tufts Health Freedom Plan)  
April 28, 2017

# Nonreimbursable Procedure Codes

- Tufts Health Plan maintains a comprehensive list of all nonreimbursable procedures, as well as a list of services inappropriate to be performed in an outpatient setting. These lists are updated quarterly and can be found in the Resource Center on Tufts Health Plan's public Provider website.

The screenshot shows the Tufts Health Plan Resource Center interface. At the top, there is a dropdown menu set to 'Commercial' with the text 'Locate Division on Member ID Card' below it. To the right is a search bar with the placeholder text 'Search the Resource Cen...' and a 'GO' button. Further right are 'View' options with icons for list and grid views. Below these is a horizontal navigation bar with letters A through Z, where the letter 'N' is highlighted. On the left side, there is a 'Search By Category' section with a tree view showing 'Provider Manuals', 'Guidelines', and 'Payment Policies'. The 'Payment Policies' category is expanded, showing a list of documents. The document 'Noncovered/Nonreimbursable Services Payment Policy' is highlighted with a pink rectangular box. To the right of each document title is a 'View/Download' link with a document icon.

Category	Document Title	Action
Payment Policies	Newborn Payment Policy	<a href="#">View/Download</a>
	<b>Noncovered/Nonreimbursable Services Payment Policy</b>	<a href="#">View/Download</a>
	Nutritional Counseling Professional Payment Policy	<a href="#">View/Download</a>

- Effective for dates of service on or after July 1, 2017, Tufts Health Plan will no longer reimburse for codes 99354-99359 and will add these codes to the Nonreimbursable Code List for Physicians.
- This change applies to Commercial products (including Tufts Health Freedom Plan) and is documented in the Commercial Evaluation and Management Professional Payment Policy.

# MedHOK to Be Added to Secure Provider Website

- Beginning this fall, Tufts Health Plan will integrate a new medical management system, MedHOK, into its secure Provider website. This change applies to Commercial (including Tufts Health Freedom Plan) and Tufts Medicare Preferred HMO products.
- Once logged in to the secure Provider website, providers will have the option to enter the MedHOK system to complete requests for inpatient and outpatient services, attach documentation, and in some cases receive a determination online.
- The way providers input inpatient and outpatient requests for members will change. Online training will be available prior to the fall implementation date.
- If you are not yet registered to use the secure Provider website, registration information is available on Tufts Health Plan's public Provider website. [tuftshealthplan.com/provider](https://tuftshealthplan.com/provider)

# Change in Inpatient Notification Submission

- Effective for dates of submission on or after July 1, 2017, providers submitting an inpatient notification request by fax must submit the request on Tufts Health Plan's Inpatient Notification Form available on Tufts Health Plan's public Provider website.
  - Completed forms should be faxed to **617.972.9590** or **800.843.3553**.
  - No other forms will be accepted by Tufts Health Plan after June 30, 2017.
- **Providers may continue to submit inpatient notification requests through 278 batch transactions and through the inpatient notification system on the secure Provider website.**
- Prior to submitting a Tufts Health Plan Inpatient Notification Form to Tufts Health Plan, providers must populate all form fields with the requested information. Incomplete forms will be returned to the submitting provider for completion and resubmission. Processing of the request will be delayed until all the information is returned to Tufts Health Plan.
- This change applies to Commercial (including Tufts Health Freedom Plan), Tufts Medicare Preferred HMO and Tufts Health Plan Senior Care Options (SCO) products.



# Equian/Nurse Audit to Begin Post-Payment Readmission Reviews

- Tufts Health Plan will begin conducting post-payment reviews of inpatient readmission claims to determine whether those claims are being reimbursed correctly under the readmission standards in Tufts Health Plan's DRG Inpatient Facility Payment Policy.
- Equian/Nurse Audit, Tufts Health Plan's existing DRG validation vendor, will conduct the reviews.
- This notification applies to Commercial products (including Tufts Health Freedom Plan).

# **Reminder: Equian to Begin Forensic Reviews by Equian Effective June 1, 2017**

- As previously communicated by letter and effective for dates on or after June 1, 2017, Tufts Health Plan will work with Equian to review high-cost inpatient facility claims prior to payment, as part of an ongoing effort to continuously manage the increasing cost of health care and to help ensure consistency in claims review and reimbursement practices with our hospital providers.
- As part of this effort, Equian will confirm that submitted claims comply with applicable rules, laws, regulations, industry standards and contract requirements. As a result, providers might be contacted by Equian to validate information billed on a claim and to supply an itemized bill for review.
- This notification applies to Commercial products (including Tufts Health Freedom Plan) in Massachusetts, New Hampshire and Rhode Island.

# Tufts Health Plan's Healthy Birthday Program

- Tufts Health Plan's Healthy Birthday Program is for pregnant women at risk for premature delivery, as well as those with a medically high-risk pregnancy due to existing conditions such as diabetes, heart disease, multiple sclerosis or pregnancy-induced hypertension. Tufts Health Plan obstetrical nurse care manager services are available to support high-risk members during their pregnancy.
- Commercial members (including those enrolled in Tufts Health Freedom Plan products) are eligible for this program.
- The goals of Tufts Health Plan's Healthy Birthday Program include:
  - Decreasing infant mortality and the long-term effects associated with prematurity
  - Educating expectant mothers and enhancing their knowledge of the importance of early, ongoing prenatal care
- More information on Tufts Health Plan's Healthy Birthday Program is available on the public Provider website. Providers may also call Tufts Health Plan's Priority Care Line at **888.766.9818**, ext. **53532**.

# Register to Receive *Provider Update* by Email

- The registration form can be accessed on the public Provider website at [tuftshealthplan.com/provider](https://tuftshealthplan.com/provider). Click "Register Your Email" below to complete and submit the short registration form.

**TUFTS** Health Plan

About Us Contact English Login Site Search

I am a ... **Provider**

Home > Provider

**Welcome Providers**

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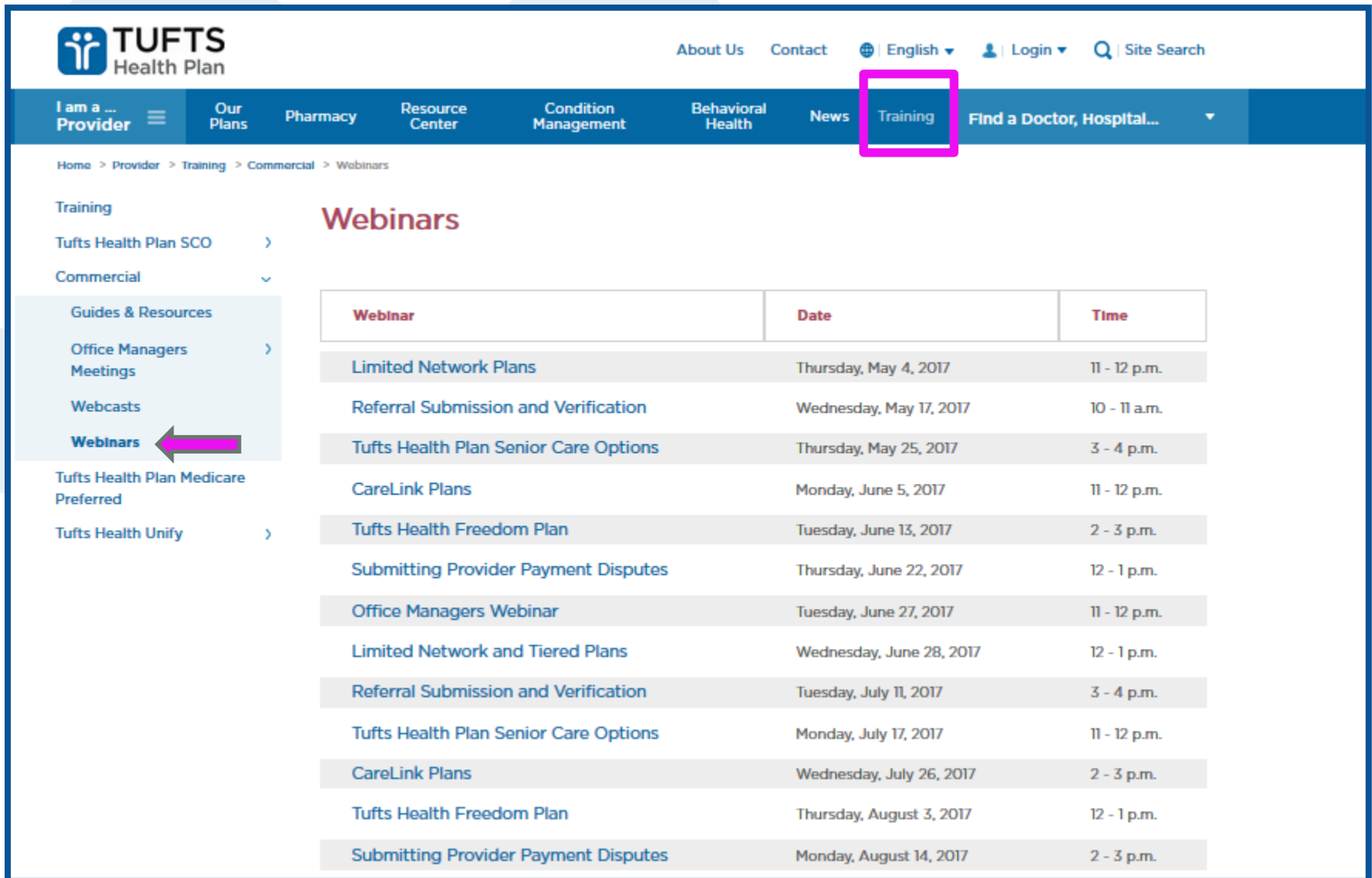
**REGISTER YOUR EMAIL**

**Provider Account Login**  
(You must select a division to login.)  
Select a Division   
**LOGIN**   
[Register For Access](#)

**Note:** This email address will be used only for required notifications and other pertinent business communications. It will not change or grant login credentials to the secure Provider website.

# Provider Training and Education

- [tuftshealthplan.com/provider/training](https://tuftshealthplan.com/provider/training)



**TUFTS Health Plan**

About Us Contact English Login Site Search

I am a ... **Provider** Our Plans Pharmacy Resource Center Condition Management Behavioral Health News **Training** Find a Doctor, Hospital...

Home > Provider > Training > Commercial > Webinars

Training

Tufts Health Plan SCO

Commercial

Guides & Resources

Office Managers Meetings

Webcasts

**Webinars**

Tufts Health Plan Medicare Preferred

Tufts Health Unify

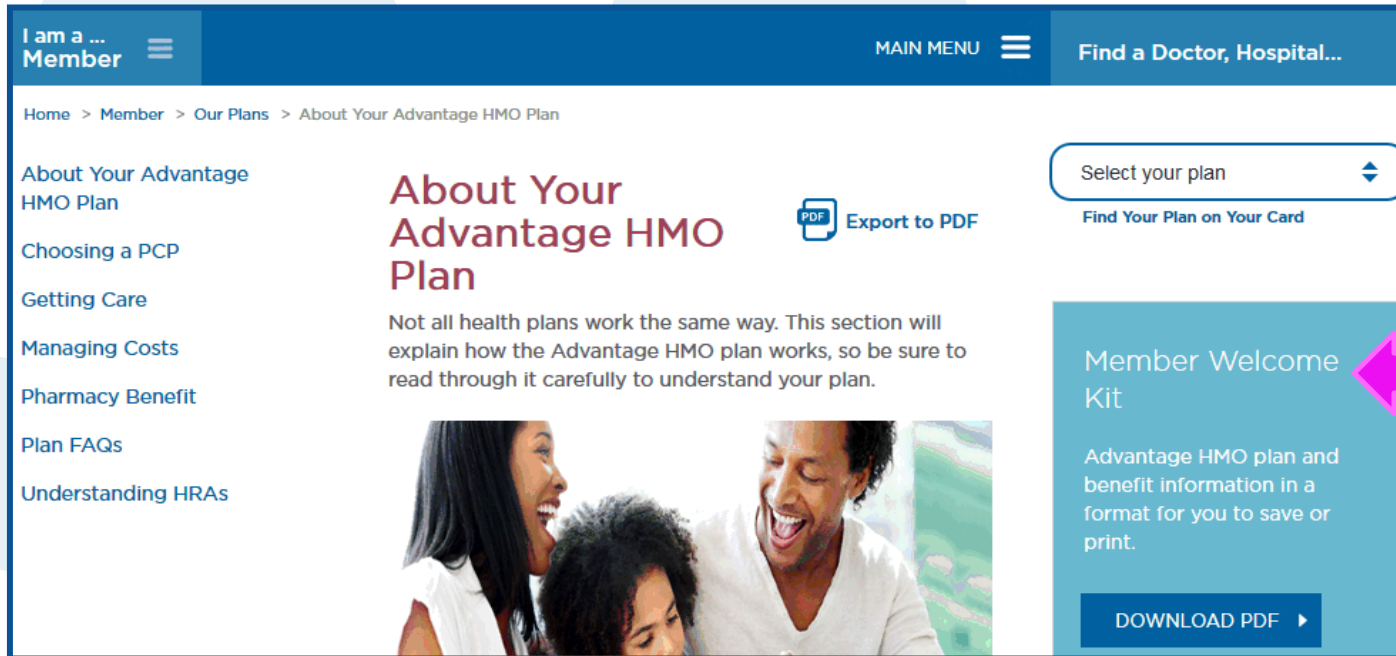
## Webinars

Webinar	Date	Time
Limited Network Plans	Thursday, May 4, 2017	11 - 12 p.m.
Referral Submission and Verification	Wednesday, May 17, 2017	10 - 11 a.m.
Tufts Health Plan Senior Care Options	Thursday, May 25, 2017	3 - 4 p.m.
CareLink Plans	Monday, June 5, 2017	11 - 12 p.m.
Tufts Health Freedom Plan	Tuesday, June 13, 2017	2 - 3 p.m.
Submitting Provider Payment Disputes	Thursday, June 22, 2017	12 - 1 p.m.
Office Managers Webinar	Tuesday, June 27, 2017	11 - 12 p.m.
Limited Network and Tiered Plans	Wednesday, June 28, 2017	12 - 1 p.m.
Referral Submission and Verification	Tuesday, July 11, 2017	3 - 4 p.m.
Tufts Health Plan Senior Care Options	Monday, July 17, 2017	11 - 12 p.m.
CareLink Plans	Wednesday, July 26, 2017	2 - 3 p.m.
Tufts Health Freedom Plan	Thursday, August 3, 2017	12 - 1 p.m.
Submitting Provider Payment Disputes	Monday, August 14, 2017	2 - 3 p.m.

# Member Education

## - Member E-Kits

- Available to members when they register on the secure Member website.



- Subscribers are mailed a flash drive that contains their E-Kit.





# Secure Member Website

[Home](#)[My Coverage](#)[Claims](#)[Referrals](#)[Doctor Search](#)[Forms](#)

Welcome **Ms. Sample**

## My Account



**Tufts Health Premier**  
Commercial Plans



### GROUP NAME

SUSAN A SAMPLE  
ID #: 999999999 01

Group#: 88888888

### Copayments

ER: \$XX  
Preventive: \$0

### Office Visit

Tier 1: \$X  
Tier 2: \$X  
Tier 3: \$X

### Specialist

Tier 1: \$X  
Tier 2: \$X  
Tier 3: \$X

Additional copayments & deductibles may apply.

Member Services: (877) 658-3635  
Nurse Line: (866) 201-7919

[tuftshealthplan.com](http://tuftshealthplan.com)



RxBIN: 004336  
RxPCN: ADV  
RXGROUP: RXTHP

**Plan:** Your Choice 3-Tier Plan

**PCP:** Mitchell, William M.D.

[Select a New PCP](#)[Order, Fax or Print ID card](#)

## What Would You Like To Do?

[View your Out-of-Pocket Maximum](#)[Change your Primary Care Provider \(PCP\)](#)[View/Update your Tax Information](#)[Find a Referral or Authorization for your visit or service](#)[Use our Treatment Cost Estimator](#)[Need information about a Medical Claim or Bill](#)

## Health & Wellness

### Personal Health Assessment (PHA)

[Take Your PHA](#)

### Explore Health & Wellness Resources

- Healthy 30-minute meals
- Games & quizzes
- Search our library for health and condition information

[Start Living a Healthy Lifestyle](#)

# Contact Information

- Provider Education: **provider\_education@tufts-health.com**
- EDI Operations: **888.880.8699** ext. 54042 or **EDI\_Operations@tufts-health.com**
- Technical Inquiries: **888.884.2404**, option 6 or **network\_tech@tufts-health.com**
- Tufts Health Plan Behavioral Health Department: **800.208.9565**
- Provider Information and Credentialing: **888.306.6307**
- Provider Call Centers
  - Tufts Health Plan Commercial Provider Services: **888.884.2404**
  - Tufts Health Public Plans Provider Services: **888.257.1985**
  - Tufts Health Plan Medicare Preferred and Tufts Health Plan Senior Care Options Provider Relations: **800.279.9022**
- Hearing Impaired (TDD) Line: **800.861.9022**