

**Massachusetts Association of  
Patient Account Management (MAPAM)  
Annual Insurance Meeting  
May 13, 2021**

# Discussion Topics

- **Coronavirus (COVID-19) Updates for Providers**
- **Navigating Tufts Health Plan's Provider Website**
- **Provider News and Training**



# Recommended Browsers

If you are using an outdated or unsupported browser, certain features on Tufts Health Plan's websites may be unavailable. For an improved user experience, upgrade your browser to the latest version of Mozilla Firefox or Google Chrome.

- Mozilla Firefox



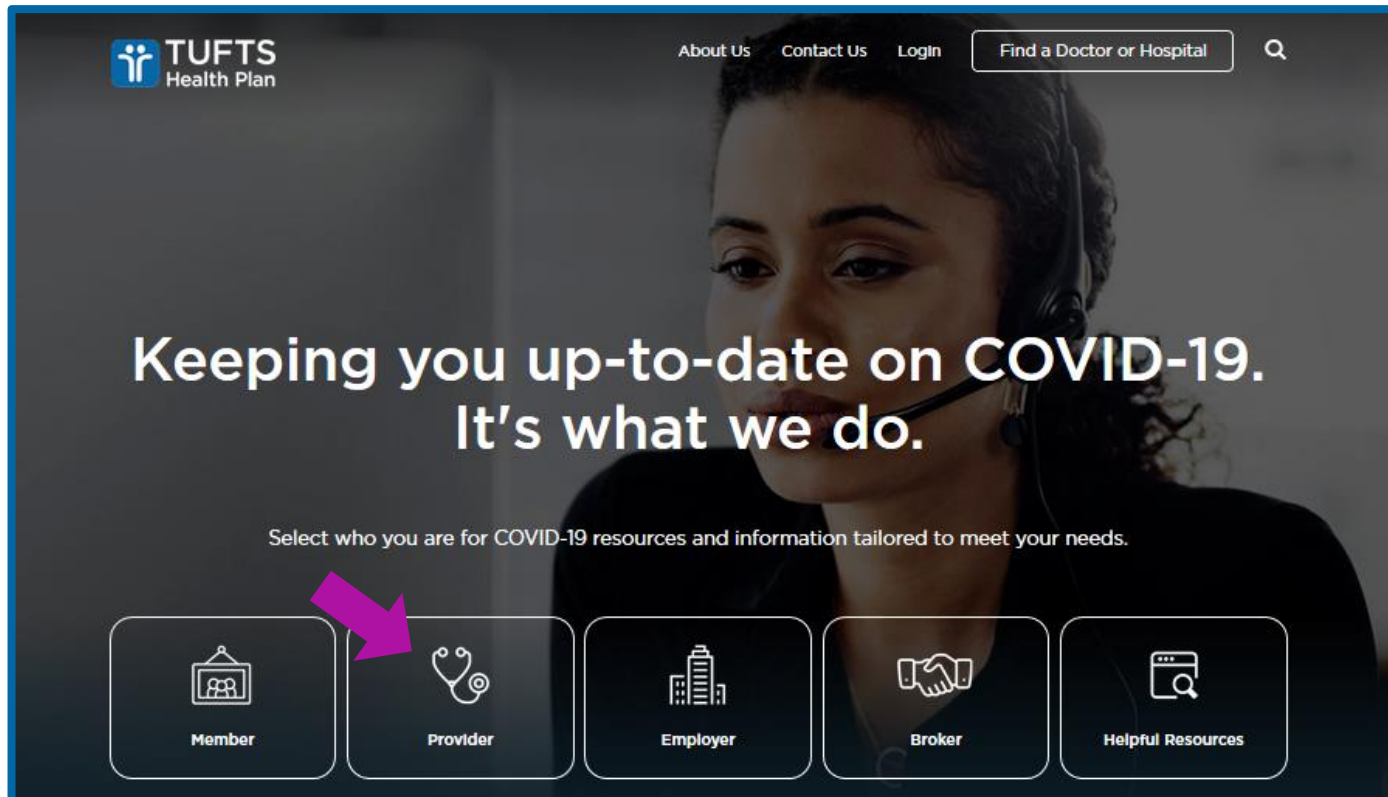
- Google Chrome



**Note:** Internet Explorer is not optimal for working on the public Provider website or the secure Provider portal.

# Coronavirus (COVID-19) Updates for Providers

- The [Coronavirus \(COVID-19\) Updates for Providers](https://tuftshealthplan.com/provider/provider-information/coronavirus-updates-for-providers) page contains the most up-to-date information about Tufts Health Plan's policies and coverage pertaining to COVID-19. Visit the page regularly to obtain information about policy and coverage updates pertaining to COVID-19. As the situation continues to develop, updates are frequently being posted to the page on the public Provider website at: [tuftshealthplan.com/provider/provider-information/coronavirus-updates-for-providers](https://tuftshealthplan.com/provider/provider-information/coronavirus-updates-for-providers)



# Coronavirus (COVID-19) Updates for Providers

The website offers resources related to COVID-19 and easy-to-find information about the following topics and more:

- COVID-19 Vaccinations, Testing, and Treatment
- Telehealth/Telemedicine
- Referrals and Out-of-Network Authorizations
- Utilization Management
- Claims and Billing Guidelines
- Other Benefit Information
- Credentialing
- More Information

# Navigating Tufts Health Plan's Website

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

### Two distinct sections:

#### ■ **Public Provider website**

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

#### ■ **Secure Provider portal (registration required)**

- Eligibility and benefits
- Referral inquiry and submission
- Prior authorization inquiry and submission
- Inpatient notification inquiry and submission
- Claims status inquiry
- Online claim adjustment

# Welcome Providers

**TUFTS**  
Health Plan

About Us Contact Us Login

Find a Doctor or Hospital

## Welcome Providers

Provider Quicklinks

- Coronavirus Updates for Providers
- Harvard Pilgrim Health Care-Tufts Health Plan Combination Finalized  
January 4, 2021 update
- Secure Provider Portal Login
- Secure Provider Portal Registration Instructions and Updates

Click on the Resource Center tile to access payment policies, forms, guidelines, manuals and more.


Resource Center Pharmacy Behavioral Health Training Provider News

**Scroll down the page to access additional tools and resources.**

# From the welcome page, scroll down to find more resources...

Home Resource Center Pharmacy Behavioral Health Training Provider News

## MORE RESOURCES TO WORK BETTER TOGETHER



Need information about **our plans**, authorization requirements, and what's covered under each plan?

This **Products Overview and Member ID Card Guide** can assist in determining cost-share amounts and more.

Tufts Health Plan's **clinical practice guidelines** help ensure quality preventive care and care management.

**Payment policies and provider manuals** assist you with submitting claims and doing business with Tufts Health Plan.

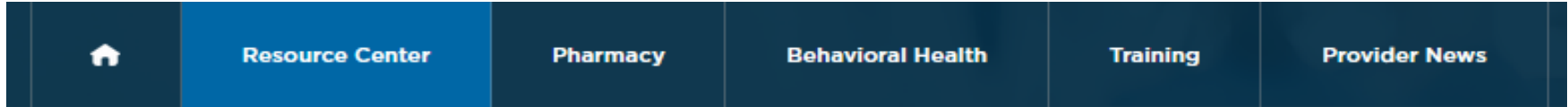
**Our Plans**

**ID Card Guide**

**Clinical Practice Guidelines**

**Payment Policies and Provider Manuals**

# Search Tips for the Provider Resource Center



Provider / Resource Center / Resource Center

## Filter By Product

Step 1

- Commercial
- Tufts Medicare Preferred HMO
- Tufts Health Plan Senior Care Options
- Tufts Health Public Plans
  - Tufts Health Direct
  - Tufts Health RITogether
  - Tufts Health Together
  - Tufts Health Unify

## Filter By Category

Step 3

- View All
- Provider Manuals**
  - View All
- Guidelines**
  - Online + Electronic Services
  - Clinical Resources
  - Behavioral Health
  - Medical Necessity Guidelines
  - Pharmacy Medical Necessity Guidelines
- Payment Policies**
  - View All

## Resources for Providers

### Essential forms and documents in one place

Find all the information you need to do business with us, including applications, forms, guidelines and administrative manuals.

Refer to [Coronavirus Updates for Providers](#) for the most up-to-date information about Tufts Health Plan's policies and coverage pertaining to COVID-19.

[View search tips for the Provider Resource Center](#)

Click [here](#) for more information about Credentialing and Contracting.

Need help? Click [here](#) for some quick search tips.

Step 2

Showing: Commercial, Tufts Medicare Preferred HMO, Tufts Health Plan Senior Care Options, Tufts Health Public Plans (108)

## Payment Policies

### View All:

#### Provider Payment Dispute Policy

Commercial

#### Provider Payment Dispute Policy

Tufts Health Public Plans

#### Radiation Oncology Payment Policy

All products

# Tufts Health Plan Secure Provider Portal

[providers.tufts-health.com/thp/portal/providers/login](https://providers.tufts-health.com/thp/portal/providers/login)

- Registered providers are now able to submit claim adjustments on the secure Provider portal for all Tufts Health Public Plans products

The screenshot shows the Tufts Health Plan Secure Provider Portal. At the top left is the Tufts Health Plan logo. To the right are links for "Go to tuftshealthplan.com", "Contact Us", and "Log Out". Below the header is a navigation bar with the following menu items: ELIGIBILITY & BENEFITS, CLAIMS, REFERRALS, AUTHORIZATIONS, NOTIFICATIONS, and BEHAVIORAL HEALTH. A pink box highlights this navigation bar. Below the navigation bar is a section titled "MHK Medical Management System – Alert". The alert text states: "Tufts Health Plan is aware of an issue where multiple ID numbers are being shown in the MHK medical management system. Providers are reminded to choose the correct Tufts Health Plan legacy ID number in the Requesting Provider section provided. Reminder: When you click **View/Update All Requests**, the MHK portal displays all open events and any cases that were completed within the last 7 calendar days. If you need to access older completed events, use the extended search feature in conjunction with the appropriate Requesting Provider ID." Below the alert is a large blue banner with a white information icon and the text "COVID-19 Update". Underneath the banner, it says "COVID-19 Update" and "Refer to the Coronavirus Updates for Providers page for Tufts Health Plan and Tufts Health Freedom Plan for the most up-to-date information about Tufts Health Plan's policies and coverage pertaining to COVID-19." To the right of the banner is a white box containing a list of links: "Membership Report", "Reporting Tools", "Restricted Drug List", "Patient Health (Public Plans)", and "Peer to Peer Form".

**TUFTS**  
Health Plan

Go to [tuftshealthplan.com](https://tuftshealthplan.com) | [Contact Us](#) | [Log Out](#)

ELIGIBILITY & BENEFITS CLAIMS REFERRALS AUTHORIZATIONS NOTIFICATIONS BEHAVIORAL HEALTH

**MHK Medical Management System – Alert**

Tufts Health Plan is aware of an issue where multiple ID numbers are being shown in the MHK medical management system. Providers are reminded to choose the correct Tufts Health Plan legacy ID number in the Requesting Provider section provided.

Reminder: When you click **View/Update All Requests**, the MHK portal displays all open events and any cases that were completed within the last 7 calendar days. If you need to access older completed events, use the extended search feature in conjunction with the appropriate Requesting Provider ID.

**COVID-19 Update**

COVID-19 Update

Refer to the Coronavirus Updates for Providers page for Tufts Health Plan and Tufts Health Freedom Plan for the most up-to-date information about Tufts Health Plan's policies and coverage pertaining to COVID-19.

Membership Report  
Reporting Tools  
Restricted Drug List  
Patient Health (Public Plans)  
Peer to Peer Form

# Online Claim Adjustments

- **The Online Claim Adjustment Tool on the secure Provider portal is the primary means of submitting claim adjustment requests and payment disputes.**
- Adjustment requests can be made online for the following reasons:
  - Corrected claims
  - Dispute a denial or compensation amount
  - Return funds to Tufts Health Plan
- After your transaction is submitted, you will receive a tracking number that serves as confirmation of your submission.

**Note:** Some claims may not be adjustable online. If your claim can not be adjusted online, a message will appear indicating the claim is not adjustable.

# Online Claim Adjustments -Tufts Health Public Plans

## Secure Provider Portal Updates

### New Claims Adjustment Functionality for Tufts Health Public Plans

**Effective March 22, 2021:** Providers contracting with Tufts Health Together – MassHealth MCO Plan and Accountable Care Partnership Plans (ACPPs) and Tufts Health RITogether now have the ability to submit online claim adjustments through Tufts Health Plan’s secure Provider **portal**; a feature that was not available on Tufts Health Provider Connect.

What are the benefits of using the **Online Claim Adjustments** tool? Providers can save **time** and **mailing costs** when using the tool’s key features, which include but are not limited to:

- Quick access to check a claim’s status or make corrections/adjustments to a claim
- Ability to submit provider payment disputes with uploading capability
- Easily return funds

For additional information, updates and instructions, refer to the **frequently asked questions (FAQs)**, the **Tufts Health Plan Secure Provider Portal User Guide** and the **Online Claim Adjustments** quick reference guide.

# Combined Organization

- The combination of Harvard Pilgrim Health Care and Tufts Health Plan officially closed January 1, 2021.
- Our heritage brands and products will remain in the market for a period of time as we transition technologies and processes.
- **There are no immediate changes for our network providers**
  - Claims and reimbursement processes, policies, public websites and secure portals, vendors, and resources remain the same.
  - One exception is for Tufts Health Freedom Plan, which was sold to UnitedHealthcare in connection with this transaction. Please see separate communications on this subject.
- As transitions are planned, we are committed to sharing clear, timely updates with providers to keep you well informed.
- For more information on the combination, please refer to our online [FAQs](#), which will be updated as new information is available.

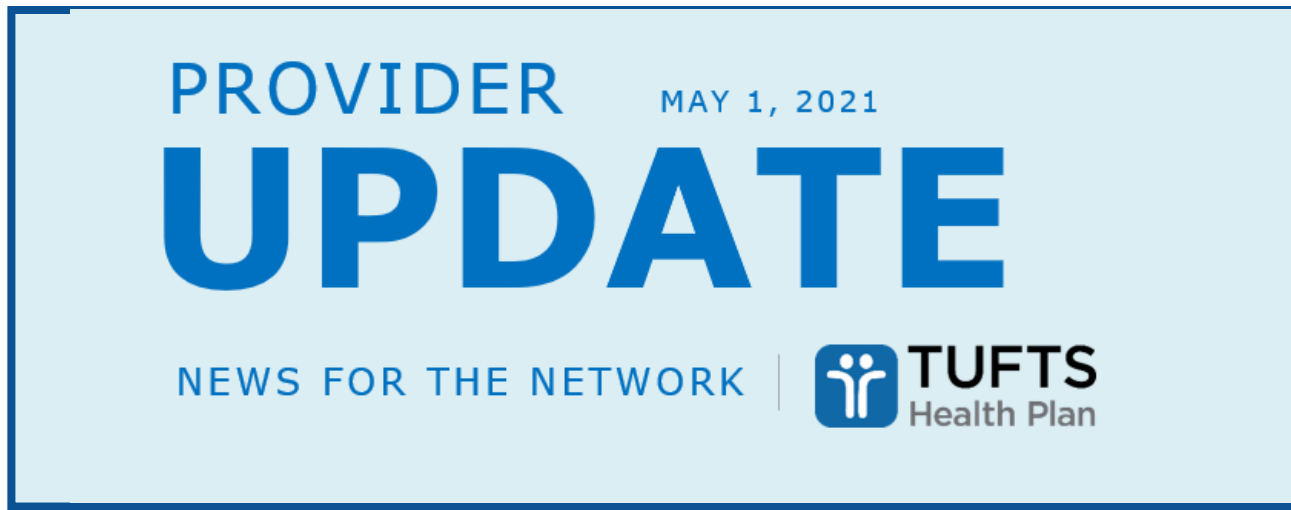
# Combined Organization (Continued)

[tuftshhealthplan.com/documents/providers/general/com-bination-faqs](https://tuftshhealthplan.com/documents/providers/general/com-bination-faqs)

Behavioral Health	
<b>What is your behavioral health strategy? Will you be carving it out as Harvard Pilgrim Health Care currently does?</b>	<p>We recognize the critical importance of behavioral health to the wellbeing of our members and how appropriate behavioral health care contributes to overall health of our members. Both heritage organizations offer successful behavioral health programs by operating different models to meet our members' needs. To achieve our primary goal of creating a best-in-class program for our combined membership, we reviewed and assessed these approaches.</p> <p>Taking the value and benefits of each model, we have determined that the combined organization will offer behavioral health services, including utilization and care management, directly to our membership through our own internal functions and employed Behavioral Health team.</p>
<b>Will there be any immediate policy or procedural changes for providers?</b>	<p>Nothing is expected to change for some time. For the near term, all procedures and policies will remain in place as they did prior to the combination.</p>

# Provider Update

## One Newsletter for all Products



- *Provider Update* includes 60-day notifications and other important business communications applicable to Commercial products, Senior Products and Tufts Health Public Plans products.
- Now that we are one organization, we have begun reviewing and evaluating the frequency of our *Provider Update* newsletter.
- As part of this review, we are moving to **monthly** newsletters as we anticipate the need for more frequent communications as a combined organization.

# Register to Receive *Provider Update* by Email

- The registration form can be accessed on the Provider News section of the website. Click "**Register Now**" to complete and submit the short online form.

The screenshot displays the 'Provider News' section of the Tufts Health Plan website. At the top, a navigation bar includes links for Home, Resource Center, Pharmacy, Behavioral Health, Training, and Provider News. The 'Provider News' link is highlighted. Below the navigation bar, the breadcrumb 'Provider News / News Center' is visible. On the left side, there are three filter sections: 'Filter By Year' with options for View All, 2021, 2020, and 2019; 'Filter By Product' with options for View All, Commercial, Tufts Medicare Preferred HMO, Tufts Health Plan Senior Care Options, and Tufts Health Public Plans; and 'Filter By Category' with 'View All' selected. Below these filters is a 'Topics' section with '60-Day Notifications' listed. The main content area features the heading 'Provider News' and the text 'Current issue: May 1, 2021 Provider Update'. A paragraph describes the latest news for providers. A dark blue callout box with a pink arrow pointing to it contains the text 'Register for Provider Update' and 'Tufts Health Plan distributes its Provider Update newsletter by email. In order to receive Provider Update, you must complete the online registration form.' A pink-bordered button labeled 'Register Now' is located within this callout box. At the bottom of the main content area, there is a search bar with the placeholder text 'Search News' and a 'SEARCH' button. Below the search bar, it says 'Showing all news (373)'.

**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 portal.



Resource Center

Pharmacy

Behavioral Health

Training

Provider News

Overview

Office Managers Meetings

Webinars

Training Videos

Guides and Resources

## Provider Training

Tufts Health Plan's Provider Education Team offers a variety of training opportunities for providers and office staff



### Office Managers Meetings

Scheduled, in-person and livestreamed presentations that outline changes in policies and procedures, administrative tasks and online tools

### Webinars

Interactive, web-based training presentations scheduled in 45-minute increments

### Training Videos

Web-based educational training videos on demand

### Guides and Resources

Printable resources outlining high-level processes to assist staff in their day-to-day operations

### Additional Training Resources



Diversity and Inclusion



Senior Products Resources

A username and password are required for access



Tufts Health Unify Provider Trainings

## Questions or Feedback?

Call 888.306.6307  
option #7

[Email Us](#)

# Office Managers Meetings

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

Overview **Office Managers Meetings** Webinars Training Videos Guides and Resources

Provider / Training / Office Managers Meetings

## Office Managers Meetings

### On-site and/or livestreamed

Office Managers Meetings are designed to assist providers and office staff in doing business with Tufts Health Plan. These interactive sessions (on-site and livestreamed) offer opportunities for questions and are customized to fit each audience. Office Managers Meetings are offered in various locations across Massachusetts, New Hampshire and Rhode Island and occur several times a year.

### Registration required

Because space is limited, please register in advance by clicking the appropriate link below.

Location	Date
<a href="#">Office Managers Meeting by Livestream</a>	June 9, 2021
<a href="#">Behavioral Health Office Managers Meeting by Livestream</a>	June 16, 2021
<a href="#">Office Managers Meeting by Livestream</a>	September 22, 2021
<a href="#">Behavioral Health Office Managers Meeting by Livestream</a>	September 30, 2021

### Questions or Feedback?

Call 888.306.6307  
option #7

[Email Us](#)

# Webinars – Interactive Training

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

The screenshot shows the navigation menu of the Tufts Health Plan provider training website. The 'Training' menu item is highlighted with a pink box, and a pink arrow points to the 'Webinars' sub-menu item. The main content area displays a list of upcoming webinars.

Navigation Item
Home
Resource Center
Pharmacy
Behavioral Health
<b>Training</b>
Provider News

Sub-menu Item
Overview
Office Managers Meetings
<b>Webinars</b>
Training Videos
Guides and Resources

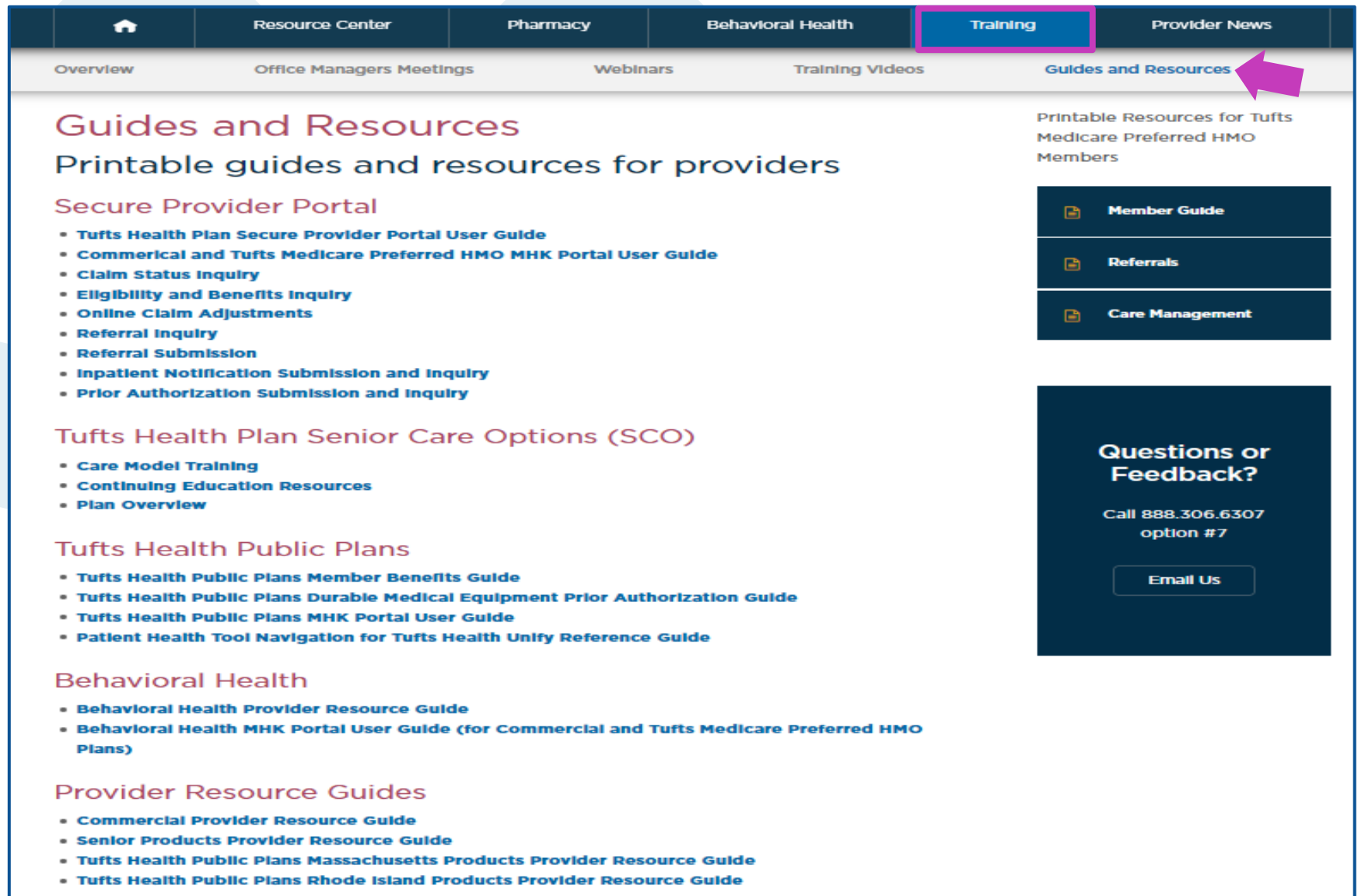
  

## Upcoming Webinars

- Secure Provider Portal Overview**  
Tuesday, May 18, 2021 | 10 a.m. -11 a.m.
- Coronavirus (COVID-19) Updates for Providers**  
Wednesday, May 26, 2021 | 11 a.m. -12 p.m.
- Pharmacy Overview**  
Thursday, May 27, 2021 | 10 a.m. -11 a.m.
- Behavioral Health Overview**  
Wednesday, June 2, 2021 | 11 a.m. -12 p.m.
- Coronavirus (COVID-19) Updates for Providers**  
Tuesday, June 8, 2021 | 12 p.m. -1 p.m.
- MHK - Medical Management System Overview**  
Tuesday, June 15, 2021 | 10 a.m. -11 a.m.
- Coronavirus (COVID-19) Updates for Providers**  
Wednesday, June 23, 2021 | 11 a.m. -12 p.m.
- Provider Payment Dispute Overview**  
Tuesday, June 29, 2021 | 12 p.m. -1 p.m.

# Guides and Resources for Providers

[tuftshhealthplan.com/provider/training/guides-and-resources](https://tuftshhealthplan.com/provider/training/guides-and-resources)



Navigation: Home, Resource Center, Pharmacy, Behavioral Health, **Training**, Provider News

Sub-navigation: Overview, Office Managers Meetings, Webinars, Training Videos, **Guides and Resources**

## Guides and Resources

Printable guides and resources for providers

### Secure Provider Portal

- [Tufts Health Plan Secure Provider Portal User Guide](#)
- [Commerical and Tufts Medicare Preferred HMO MHK Portal User Guide](#)
- [Claim Status Inquiry](#)
- [Eligibility and Benefits Inquiry](#)
- [Online Claim Adjustments](#)
- [Referral Inquiry](#)
- [Referral Submission](#)
- [Inpatient Notification Submission and Inquiry](#)
- [Prior Authorization Submission and Inquiry](#)

### Tufts Health Plan Senior Care Options (SCO)

- [Care Model Training](#)
- [Continuing Education Resources](#)
- [Plan Overview](#)

### Tufts Health Public Plans

- [Tufts Health Public Plans Member Benefits Guide](#)
- [Tufts Health Public Plans Durable Medical Equipment Prior Authorization Guide](#)
- [Tufts Health Public Plans MHK Portal User Guide](#)
- [Patient Health Tool Navigation for Tufts Health Unify Reference Guide](#)

### Behavioral Health

- [Behavioral Health Provider Resource Guide](#)
- [Behavioral Health MHK Portal User Guide \(for Commercial and Tufts Medicare Preferred HMO Plans\)](#)

### Provider Resource Guides

- [Commercial Provider Resource Guide](#)
- [Senior Products Provider Resource Guide](#)
- [Tufts Health Public Plans Massachusetts Products Provider Resource Guide](#)
- [Tufts Health Public Plans Rhode Island Products Provider Resource Guide](#)

Printable Resources for Tufts Medicare Preferred HMO Members

- [Member Guide](#)
- [Referrals](#)
- [Care Management](#)

### Questions or Feedback?

Call 888.306.6307  
option #7

[Email Us](#)

# Contact Information

- Provider Call Centers:
  - Tufts Health Plan Commercial Provider Services: **888.884.2404**
  - Tufts Health Public Plans Provider Services (MA): **888.257.1985**
  - Tufts Health Public Plans Provider Services (RI): **844.301.4093**
  - Tufts Health Plan Medicare Preferred and Tufts Health Plan SCO Provider Relations: **800.279.9022**
- Technical Inquiries:  
**[Tufts\\_Health\\_Plan\\_Provider\\_Technical\\_Support@tufts-health.com](mailto:Tufts_Health_Plan_Provider_Technical_Support@tufts-health.com)**
- Commercial and Senior Products Behavioral Health Department:  
**800.208.9565**
- EDI Operations: **888.880.8699** ext. 54042 or **[EDI\\_Operations@tufts-health.com](mailto:EDI_Operations@tufts-health.com)**
- Provider Education: **[Provider\\_Education@tufts-health.com](mailto:Provider_Education@tufts-health.com)**