

## e-ACCESS FOR PROVIDERS

Giving providers instant access to information is one step in building better patient care. We are continuing our history of innovation through the e-business transactions we offer our providers.

From electronic submission of claims to our Web portal, we offer providers a wide range of choices in how they work with us. This helps to minimize administrative costs and enhance performance and efficiency.

### On-line Practice Management

We have one of the most robust sites for providers in the industry, letting them resolve administrative issues without picking up the phone.

At [www.tuftshealthplan.com/providers](http://www.tuftshealthplan.com/providers), providers and authorized users can do the following:

- View the status of a claim
- Check member eligibility and benefits
- Check referral status
- View and submit referrals
- View and submit preregistrations
- Obtain payment information
- View and submit Mental Health Service Requests
- Submit corrected claims and payment disputes
- Access provider unit reports
- Access the Clear Claim Connection tool
- View InterQual® Clinical Criteria and SmartSheets™
- Check the status of an authorization

### Electronic Interactions

In addition to our Web site, we offer providers several other ways to interact with us electronically, including the following:

- Electronic submission of claims
- Interactive voice response system to check member eligibility and copayment amounts, and submit prior authorization requests for mental health services.
- e-Prescribing

### Information

We also offer our providers access to the forms, manuals, and other documents that they need to work with us. Providers can do the following on our Web site:

- Search the Tufts Health Plan drug formulary
- Review our medical necessity guidelines
- Download a copy of the most up-to-date provider manual
- Download necessary forms
- View our policies on billing and referrals
- Get important news items that will impact their practice
- Review our quarterly Provider Update
- Search for specialists and other health care providers
- View disease management information
- Download clinical and administrative guidelines
- View newsletters, training programs, and quality profile reports

**Tufts Health Plan was ranked  
America's #2 health plan\* by the  
National Committee for Quality  
Assurance (NCQA).**

*\*HMO and POS plans. NCQA's Health Insurance Plan Rankings  
2010-11 – Private. Visit [ncqa.org](http://ncqa.org) to see the list.*

For more information, contact the  
sales offices at:

1-800-208-8013 (Watertown Office)  
1-800-208-9545 (Worcester Office)  
1-800-337-4447 (Springfield Office)  
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[tuftshealthplan.com](http://tuftshealthplan.com)