

Provider Claims Appeals

If you disagree with the outcome of a claim (for example, a denial or reimbursement amount), you have the option to request an appeal.

Here is an **overview of the appeals process**:

	Harvard Pilgrim Health Care (Commercial)*	Tufts Health Plan (Commercial)	Tufts Health Public Plans	Tufts Health Plan Senior Products
1.	Complete a Claims Review Form.			
2.	Submit the form or initiate an online request (if available)			
	<p>Mail: Harvard Pilgrim Health Care P.O. Box 699183 Quincy, MA 02269-9183</p> <p>* For <i>Passport Connect</i> (www.uhcprovider.com), <i>Health Plans, Inc.</i> (www.healthplansinc.com), and <i>Student Resources</i> (www.uhcsr.com), visit the respective websites for more information.</p>	<p>Online: Provider Portal</p> <p>Mail: Tufts Health Plan Provider Payment Disputes P.O. Box 251 Canton, MA 02021-0251</p> <p>If an appeal is received through the portal, the "Claim Adjustment Summary" will update in the portal.</p>	<p>Online: Provider Portal</p> <p>Mail: Tufts Health Plan Provider Payment Disputes P.O. Box 524 Canton, MA 02021-0524</p> <p>Fax: 857-304-6300</p>	<p>Online: Provider Portal</p> <p>Email: If the appeal is related to lack of prior authorization/notification or compensation/reimbursement, email the Request for Claim Review Form to SP_Provider_Appeals@point32health.org.</p> <p>Mail all other appeals to: Tufts Medicare Preferred or Tufts Health Plan Senior Care Options (SCO) Provider Payment Disputes P.O. Box 478 Canton, MA 02021-0478</p>
3.	View determination			
	Determinations are mailed to the contact person and address entered on the Claim Review Form.	Determinations are mailed to the address we have on file.	Determinations are mailed to the address we have on file.	Determinations are mailed to the address we have on file.

Tips

- ✓ **When sending appeals by mail**, do not staple, tape, or paper clip supporting documentation, as this can damage scanning machines and documents and delay the appeals process.
- ✓ **Be sure to complete** all mandatory fields on the Claims Review Form.
- ✓ **Keep your provider information up-to-date:** Tufts Health Plan determinations are mailed to the address we have on file. To let us know of any changes, submit updates through the [CAQH Provider Data Portal](#).
- ✓ **Looking for more information?** Refer to our [Provider Manuals](#) for additional information and details.
- ✓ **Need help?** Contact [Provider Services](#) for support through the appeals process. If you disagree with an appeal decision, you may request a second-level appeal by submitting new or additional information.