Introduction

About the Tufts Health Public Plans Provider Manual

This Manual offers providers who participate in our network and their office staff details on products, policies and procedures of Tufts Health Public Plans. This Provider Manual applies to Tufts Health Public Plans products, which include Tufts Health Together, Tufts Health RITogether, Tufts Health Direct, and Tufts Health One Care. Our provider website (www.point32health.org/provider) includes a host of other important resources including medical necessity guidelines, payment policies, pharmacy information, information on our secure portal for electronic transactions, and more.

For information on other products, please refer to the applicable Provider Manual.

Overview of Tufts Health Public Plans

Our Tufts Health Public Plan network includes participating hospitals, PCPs, specialists and behavioral health providers. Tufts Health Public Plans includes the following products:

Tufts Health Together: Tufts Health Together offers two Accountable Care Partnership Plans (ACPPs) plans to provide high-quality, low-cost coverage to individuals enrolled in MassHealth, the state's Medicaid plan:

- Tufts Health Together with Cambridge Health Alliance
- Tufts Health Together with UMass Memorial Health

An ACPP is a specific type of MassHealth Accountable Care Organization (ACO) in which a group of PCPs works with a specific managed care organization to coordinate care for MassHealth members. Members enrolled in an ACPP must live in the ACO service area and use the plan's provider network. The member's PCP is responsible for coordinating care that meets their health care needs. A member can select their own PCP, or if they do not, one will be automatically assigned to the member during the enrollment process.

Tufts Health RITogether: Tufts Health RITogether provides high-quality health care coverage to individuals enrolled in Rhode Island Medicaid. Members enrolled in this plan must reside in Rhode Island and use the plan's provider network. A member can select their own PCP, or if they do not, one will be automatically assigned to the member during the enrollment process. Per RI EOHHS regulations, certain Tufts Health RITogether members are eligible only for family-planning related benefits and are enrolled in the Extended Family Planning (EFP) benefit package. Providers can confirm a members enrollment status via our secure portal or the RI Medicaid Health Care Portal.

Tufts Health Direct: Tufts Health Direct is a Massachusetts qualified health plan for individuals and small groups sold on the Massachusetts Health Connector and through HSA Insurance. Members enrolled in Tufts Health Direct must live in the service area and use the Tufts Health Direct provider network. There is no coverage for out-of-network services. A member can select their own PCP, or if they do not, one will be automatically assigned to the member during the enrollment process.

Tufts Health One Care (HMO D-SNP): Tufts Health One Care is a Dual Eligible Special Needs Plan for members who are eligible for both Medicare and MassHealth (Medicaid). This plan combines the member's MassHealth (Medicaid) and Medicare coverage through one health plan D. Individuals are eligible for Tufts Health One Care if they are Massachusetts Medicaid beneficiaries between 21 and 64 years of age and are also eligible for Medicare due to a disability. CMS and MassHealth jointly determine eligibility. Members enrolled in Tufts Health One Care must live in the service area and use the Tufts Health One Care provider network. A member can select their own PCP, or if they do not, one will be automatically assigned to the member during the enrollment process.

PUBLICATION HISTORY

01/01/24	Updated plan name to Tufts Health One Care
06/17/24	Reviewed; administrative edits; revised “About” paragraph
02/14/25	Administrative edits
01/01/26	Updated to remove Tufts Health Together MCO references; language updates for editorial style.
07/01/26	Added reference to Extended Family Planning benefit package eligibility to Tufts Health RITogether.
08/01/26	Corrected ACPP acronym typo
11/15/26	Updated hyperlink to secure portal