

Introduction

About the Tufts Health Public Plans Provider Manual

Tufts Health Public Plans developed the Public Plans Provider Manual to supply providers and their office staff with details on certain products, policies and procedures of Tufts Health Public Plans. The Public Plans Provider Manual applies to Tufts Health Public Plans products¹. Our provider website includes a host of important resources including medical necessity guidelines, payment policies, pharmacy information, and more.

Additionally, utilize the secure Provider [portal](#) that allows providers the ability to file a claim, check member eligibility, check the status of referrals and more 24 hours a day, 7 days a week.

For more information on Tufts Health Plan Commercial products² or Tufts Health Plan Senior Products policies and procedures, refer to the [Commercial](#) or [Senior Products](#) Provider Manuals.

Overview of Tufts Health Public Plans

Tufts Health Public Plans offers the following products:

Tufts Health Together – MassHealth Managed Care Organization (MCO) Plan and Accountable Care Partnership Plans (ACPPs): Provides high-quality, low cost coverage to individuals enrolled in MassHealth, the state's Medicaid plan. Tufts Health Together offers one MCO plan:

- Tufts Health Together

As well as two ACPPs:

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

In an ACPP, a group of PCPs works with one ACO³ to form a network of PCPs, specialists, behavioral health providers and hospitals. The member's PCP plans and coordinates care to meet their health care needs. Members enrolled in an ACPP must live in the ACO service area and use the plan's provider network. A member can select their own PCP or one will be automatically assigned to the member during the enrollment process.

The Tufts Health Together – MassHealth MCO plan provides care through the Tufts Health Together network. The MCO network includes PCPs, hospitals, behavioral health providers and specialists. Members enrolled in an MCO must live in the MCO service area and use the MCO network of providers. A member can select their own PCP or one will be automatically assigned to the member during the enrollment process. **Note:** A MCO PCP cannot be part of an ACO.

Tufts Health RITogether: Tufts Health RITogether provides high-quality health care coverage to individuals enrolled in Rhode Island Medicaid. The Tufts Health RITogether network includes PCPs, hospitals, behavioral health providers and specialists. 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 one will be automatically assigned to the member during the enrollment process.

Tufts Health Direct: Tufts Health Direct is a Massachusetts qualified health plan (a Commercial product) for individuals and small groups sold on the Massachusetts Health Connector and through HSA Insurance. The Tufts Health Direct network includes PCPs, hospitals, behavioral health providers and specialists. Members enrolled in Tufts Health Direct must live in the service area and use the Tufts Health Direct network of providers. There is no coverage for out-of-network

¹ Tufts Health Public Plans products include Tufts Health Together ACPPs and MCO, Tufts Health RITogether, Tufts Health Direct and Tufts Health One Care.

² Commercial products include HMO, POS, and PPO when Tufts Health Plan is the primary administrator.

³ ACOs are groups of doctors, hospitals and other health care providers who work together to coordinate a member's care.

services. A member can select their own PCP or one will be automatically assigned to the member during the enrollment process.

Tufts Health One Care: Tufts Health One Care is a dual-eligible Medicare-Medicaid One Care plan. One Care is a MassHealth and CMS initiative to integrate the delivery and financing of Medicare and Medicaid services for those who are eligible for both Medicare and Medicaid. Individuals are eligible for Tufts Health One Care if they are Massachusetts Medicaid beneficiaries between 21 and 64 years of age who are also eligible for Medicare due to a disability. CMS and MassHealth jointly determine eligibility. The Tufts Health One Care network includes PCPs, hospitals, behavioral health providers and specialists. Members enrolled in Tufts Health One Care must live in the service area and use the Tufts Health One Care network of providers. A member can select their own PCP or 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