

Fax lines for requesting prior authorization for medical and behavioral health services

For services requiring prior authorization, we recommend utilizing the **secure portals** to make your request for the administrative ease and speediness they offer.

You'll find information on registering for our HPHConnect and Tufts Health Plan secure portals on our [electronic services webpage](#), and [guides](#) for conducting portal transactions on our [Training webpage](#).



If you opt to send your prior authorization request via fax, please note the appropriate fax number below for contacting our utilization management team for **medical and behavioral health services**.

Also, keep the following in mind:

- Some services are managed by **vendor partners** and authorization must be requested directly through them. For details on vendor programs, please refer to the [vendor page](#) of the provider website.
- For instructions on requesting prior authorization **for pharmacy and medical benefit drugs**, please refer to [this guidance](#).
- If the utilization management team requires additional clinical information, you will receive instructions on how to submit the necessary documentation, and a separate fax number may be provided specifically for this submission. You may also be able to upload clinical documentation via the portal; refer to [the portal user guides for details](#).

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Line of business	UM Fax type	Fax number
Harvard Pilgrim Health Care	Inpatient/outpatient/ Behavioral health	800-232-0816
Tufts Health Direct	Inpatient/outpatient	888-415-9055
	Behavioral health	888-977-0776
Tufts Health One Care	Inpatient*	857-304-6304
	Outpatient*	857-304-6135
Tufts Health RITogether	Inpatient/outpatient*	857-304-6404
Tufts Health Together	Inpatient/outpatient	888-415-9055
	Behavioral health	888-977-0776
Tufts Medicare Preferred	Inpatient*	617-972-9590
	Outpatient*	617-972-9409
Tufts Health Plan Senior Care Options	Inpatient*	617-673-0705
	Outpatient*	617-673-0930
Tufts Health Plan Commercial	Inpatient*	617-972-9590
	Outpatient*	617-972-9409

* This applies for behavioral health as well as medical services.