![Tufts Health Plan logo]

Tufts Health Plan's
Secure Provider Portal User Guide

For all Tufts Health Plan's products

For instructions on the MHK Medical Management System, refer to the MHK Portal User Guide (Commercial, Tufts Health Public Plans, Tufts Medicare Preferred).

For instructions on Behavioral Health Authorizations, refer to the Behavioral Health MHK Portal User Guide (for Commercial and Tufts Medicare Preferred Plans).

User Guides are posted in the Training section of the public Provider website.

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New User Registration

Determine the type of registration you need to complete. To add an additional provider or providers to your existing account, click "I need additional access" or to register a new account, click "Continue with registration."

You will need the following information to add additional providers or create a new account:
- NPI (National Provider Identification)
- One of the following:
    - Tax ID number (group registrations)
    - Social Security Number (individual registrations)
- Information from two recent claims submitted by the provider

<u>Select Your Role</u>

If you are registering to be the Senior Access Administrator (SAA) of the NPI entered, and there is already an NPI in place, you must select "Replace current SAA" or "Cancel to start over" and select a different role.

Are you registering as the provider or on behalf of the provider?

If you are registering **as the provider**, select "Provider"

- You will need to enter the last four digits of your SSN or your TIN

If you are registering **on behalf of the provider**, select "On behalf of provider"

- You will need to provide one of the following to continue:

    - Last four digits of the provider's SSN

    - The provider's TIN

    - Information from two recent claims submitted to THP by the provider

- If you are the provider, you will need to answer security questions to validate your identity. Once you complete the questions correctly, you will be able to access the secure Provider portal.

- If you are registering on behalf of the provider, you will be required to list the provider's email address. An email will be sent to the provider requesting that he/she approve or reject your request. The provider will also be asked to answer security information to validate his or her identity. If the request is approved, you will receive an email indicating you may now access the secure Provider portal.
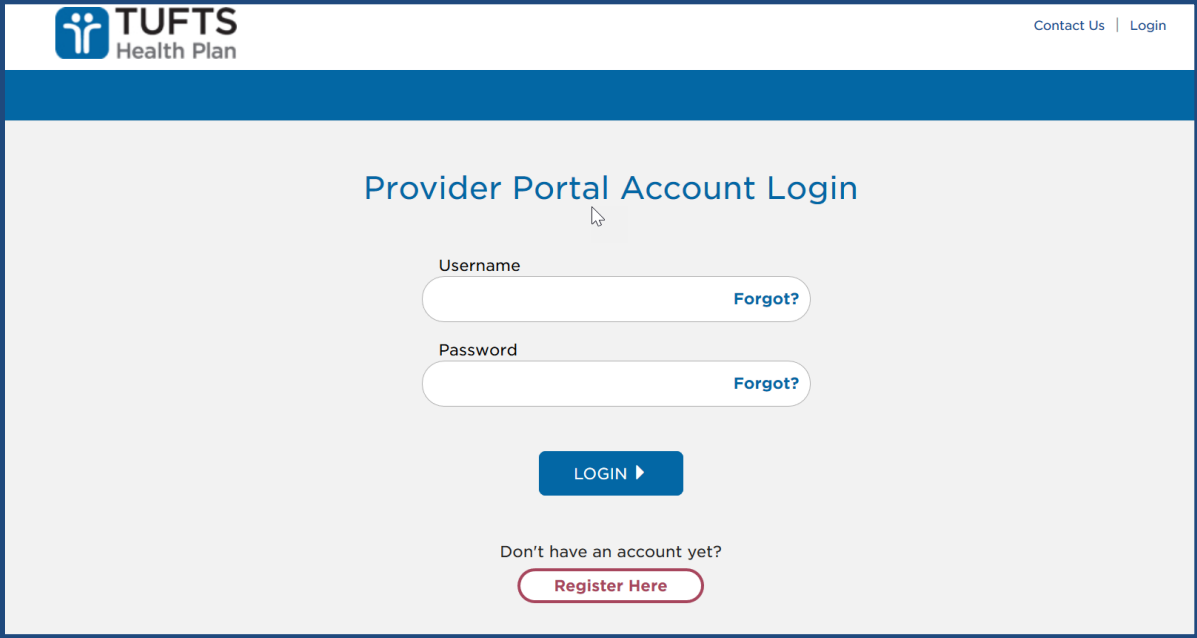
ROLES DEFINED

- SAA, Senior Access Administrator, can create and modify accounts for AAs and/or AUs.

- AA, Access Administrator is authorized by the SAA to grant authorized users access to their *Tufts Health Plan Secure Provider portal* account. The AA may create and modify accounts for AUs.

- AU, Authorized User, created by SAA or AA to use functionality on the *Tufts Health Plan Secure Provider portal*.

Step 1: From a Mozilla Firefox or Google Chrome web browser, enter: tuftshealthplan.com/login. Click "Login."
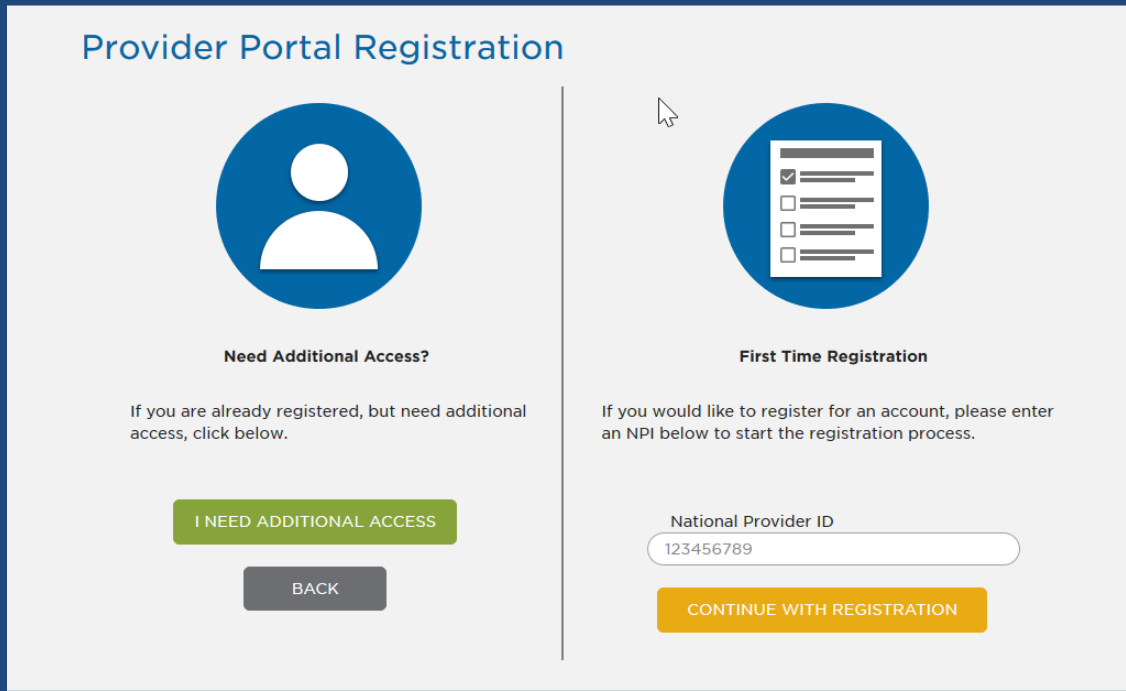
Step 2: Click "Provider".

The following screen displays:
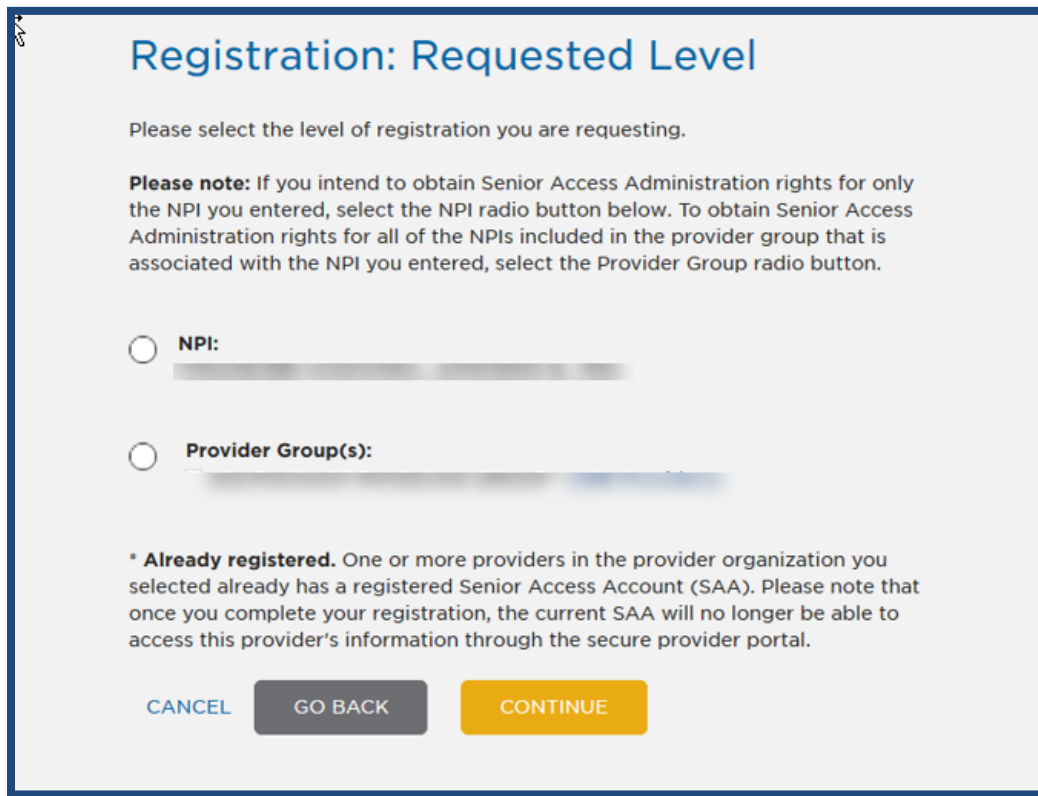
Step 3: Click "Register Here"

Step 4: Enter "National Provider ID" and click "Continue with Registration."

Step 5: Select the appropriate Registration NPI or Provider Group.

Step 6: Select the appropriate option to continue.
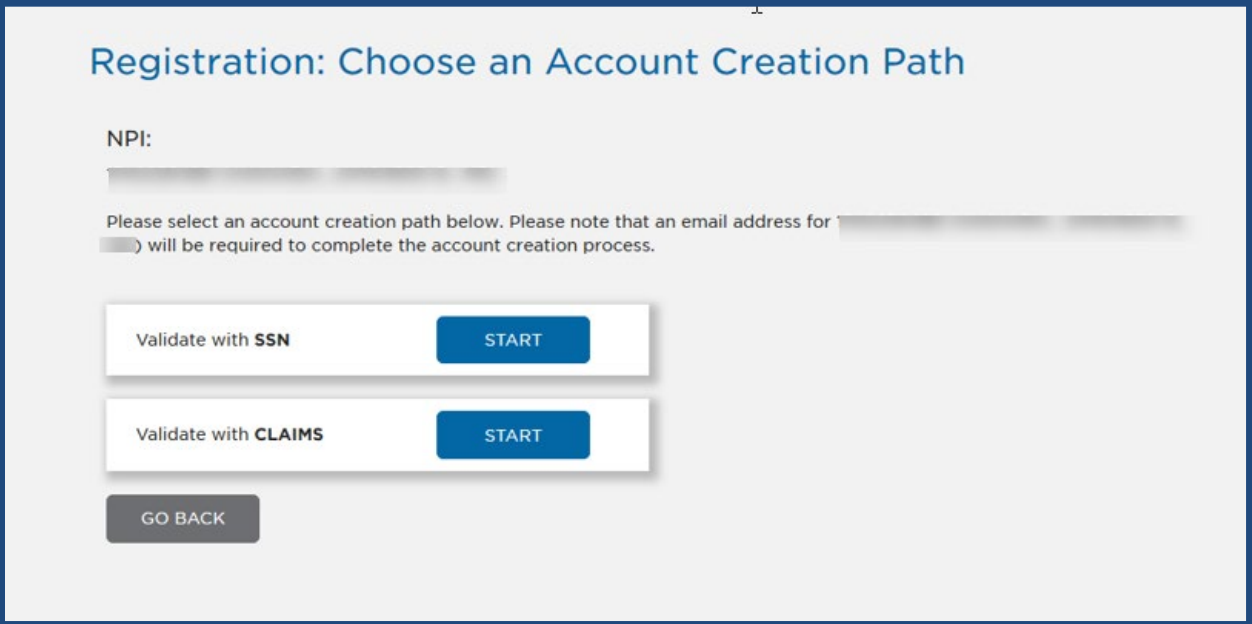
Step 7: Select "Account Creation Path" and click "Start."
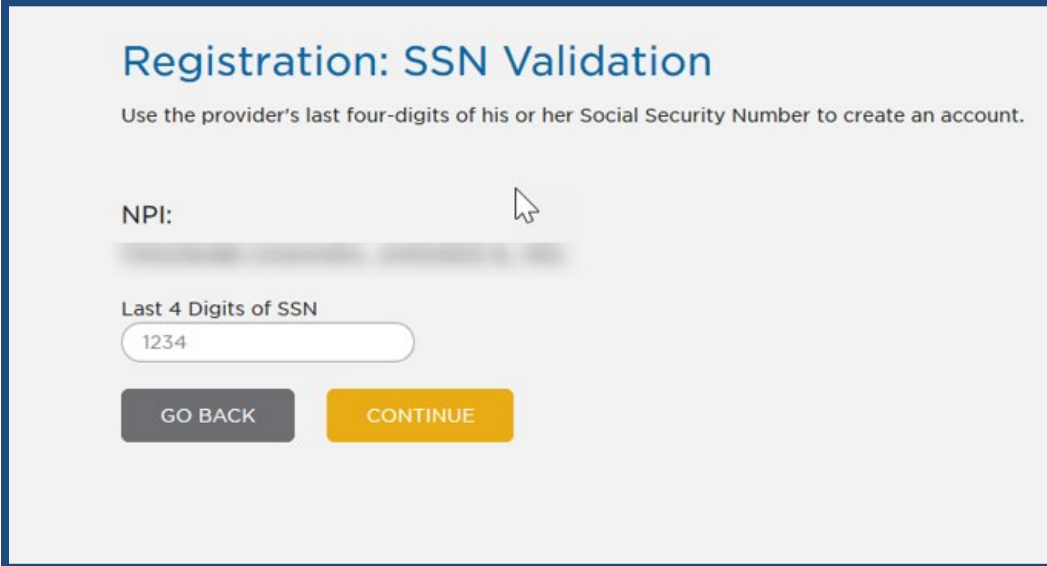
Step 8: Enter "Last 4 Digits of SSN" and click "Continue."

LOGGING IN

Step 1: From a Mozilla Firefox or Google Chrome web browser, enter: tuftshealthplan.com/login. Click "Login."

Step 2: Click "Provider"

The following screen displays:

Step 3: Enter "Username" and "Password," then click "Login."

The following screen displays:

Access Management

Access management allows administrators to distribute access and manage user permissions.

TO USE ACCESS MANAGEMENT

Step 1: Click the "Access Management" tab.
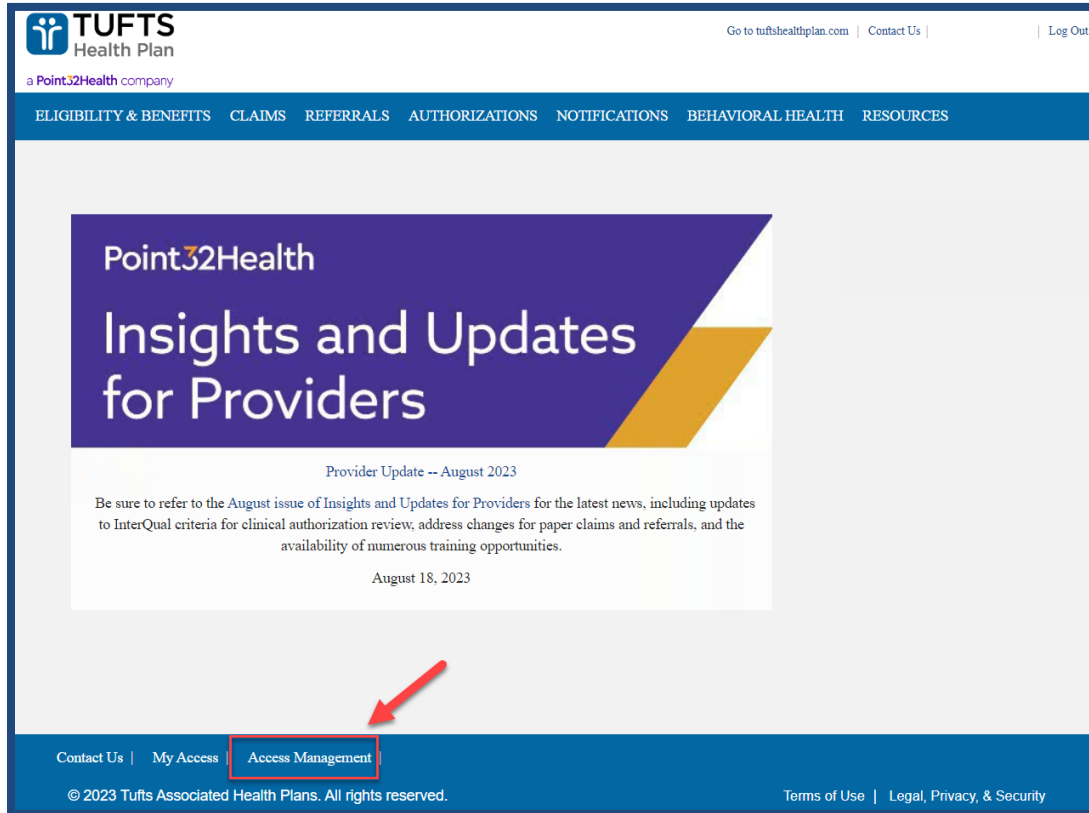
Step 2: Click "Search by Providers."

Step 3: Type "Provider ID" and click "Search" to continue.

Step 4: Click "Provider Name" to view authorized users.

Step 5: From the search results screen, click the appropriate user to view additional details.

Step 6: From here the administrator can unlock the account, reset passwords, etc.

RESETTING A USER PASSWORD
Step 1: From the *User Details* screen, click "Reset Password."

Step 2: User can proceed to email on file to complete password reset steps.

EMAIL USERNAME

Step 1: If the Administrator wants to retrieve one of their User's emails ("User Name"), from the *User Details* screen, click "Reset Password."

Step 2: User can proceed to email on file to retrieve username.

Membership Reports

The Tufts Health Plan Secure Provider portal allows PCPs to access their Membership Reports.

TO ACCESS MEMBERSHIP REPORTS

Step 1: Click "Membership Report."
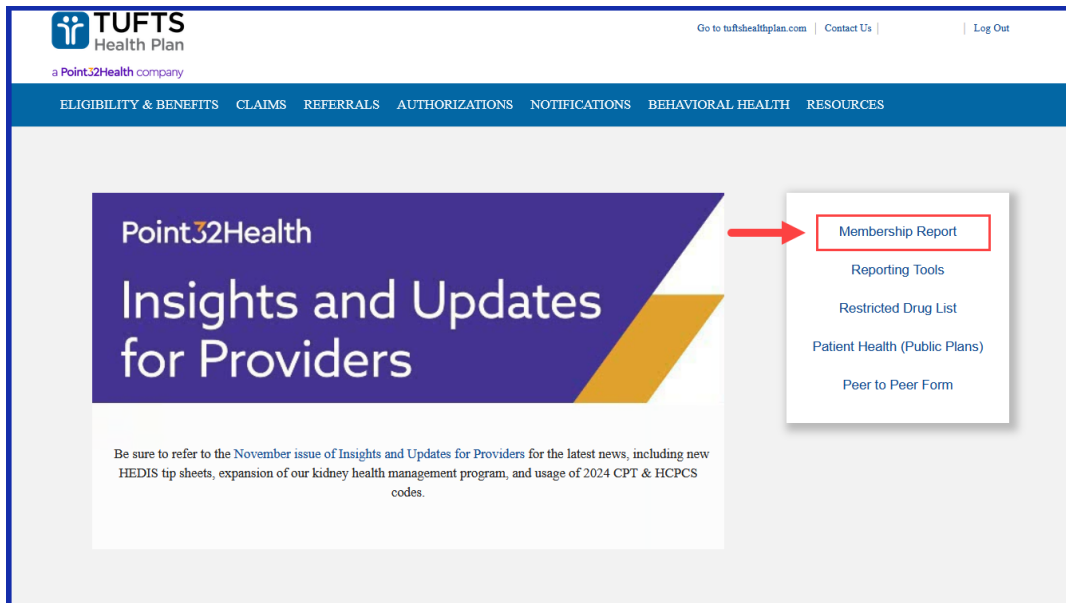
Step 2: Enter "Provider Name and ID" and click "Submit" to view the PCP's Membership Report including Member Name, Member Address, Plan Effective Date, Date Included in PCP Panel and Office Copay.

Functions

The Tufts Health Plan Secure Provider portal includes multiple tabs that have unique functions including Eligibility & Benefits, Claims, Referrals, Authorizations, Notifications and Behavioral Health.
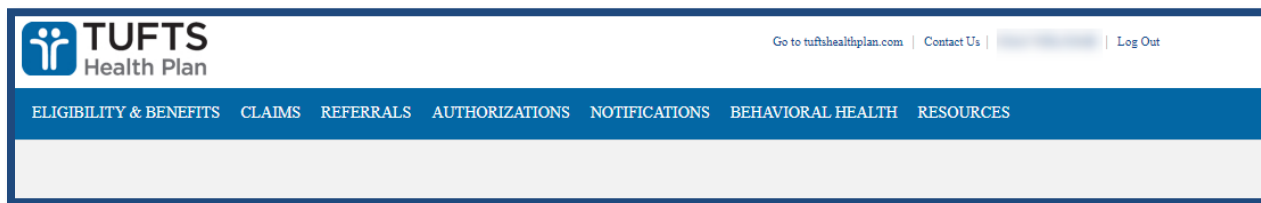
Member Eligibility

Enter basic member identification data and obtain a concise, online eligibility report and member-specific benefits. Always verify Tufts Health Plan members' eligibility on the date of service. Tufts Health Plan will deny claims for members who were not eligible on the date of service.

TO VIEW A MEMBER'S ELIGIBILITY

Step 1: Click "Eligibility & Benefits" tab.

Step 2: Use the "Eligibility Search" function to find out if the patient is an eligible Tufts Health Plan member. You can search by the provider NPI, member ID, and date of service (DOS) as shown below:

Step 3: To search by member name and date of birth, click "Advanced Search" as shown below:

Step 4: Enter member's "First Name," "Last Name," and "Date of Birth" and then click "Search" to view results:

The following screen displays:

Note: "PCP Information" is available:

Note: "Alternate Carrier Information" is also available:

Changing a PCP on Behalf of a Tufts Health Public Plans Member

TO CHANGE A PCP ON BEHALF OF A TUFTS HEALTH PUBLIC PLANS MEMBER

Step 1: Click "Change Primary Care Physician (PCP)" under Eligibility & Benefits tab.

The following screen is displayed: (click I agree to attest and continue or cancel to return to previous screen)

Member Benefits

Enter basic member identification data and obtain a concise, online eligibility report and member-specific benefits.

TO VIEW A MEMBER'S BENEFITS

Step 1: Click "Benefits" tab.

Step 2: Use the "Benefits Categories" function to find out specific member benefits related to:

- Chiropractic Services
- Durable Medical Equipment
- Emergency Services
- Imaging Services – Outpatient
- Inpatient Hospital Care and Surgery
- Mental Health and Substance Abuse
- Outpatient Services
- Prescription Drugs
- Rehabilitative Services- Outpatient
- Routine Medical Services
- Transport Services
- Urgent Care Center Services

The following screen displays:

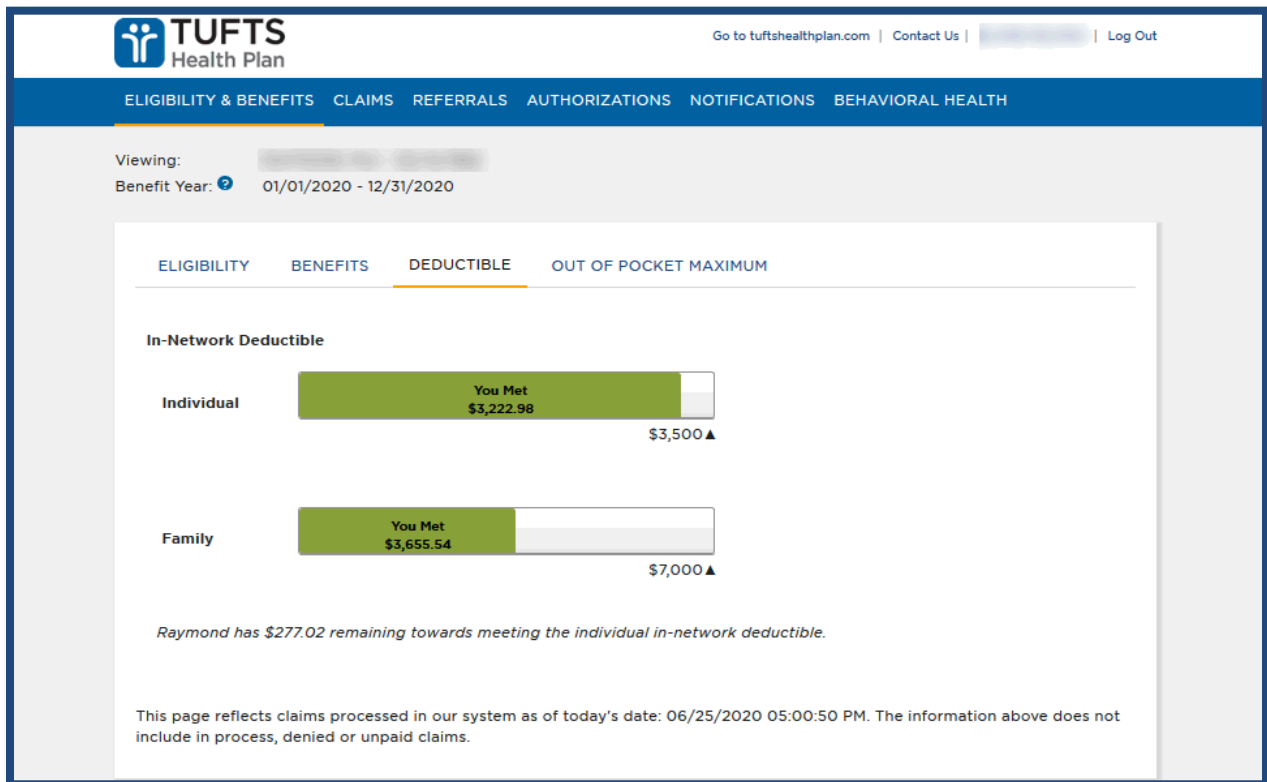**TO VIEW A MEMBER'S ANNUAL DEDUCTIBLE INFORMATION (IF APPLICABLE)**

Step 1: From the *Eligibility & Benefits* tab, click "Deductible."
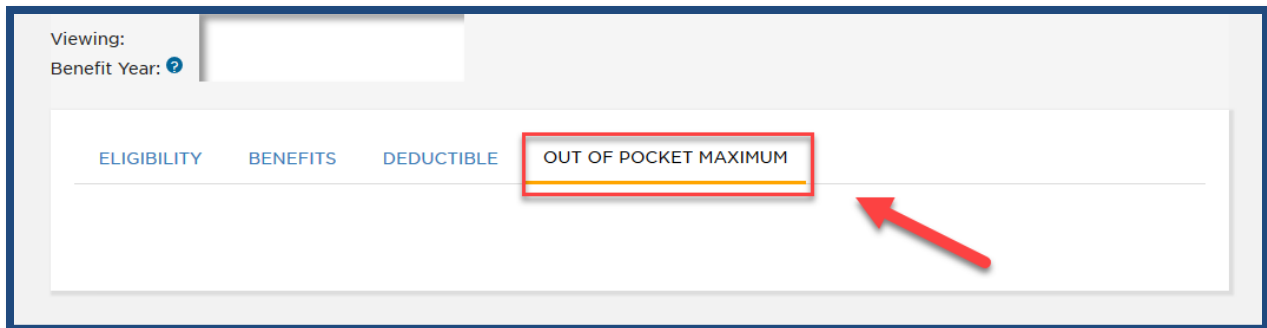

The following screen displays:
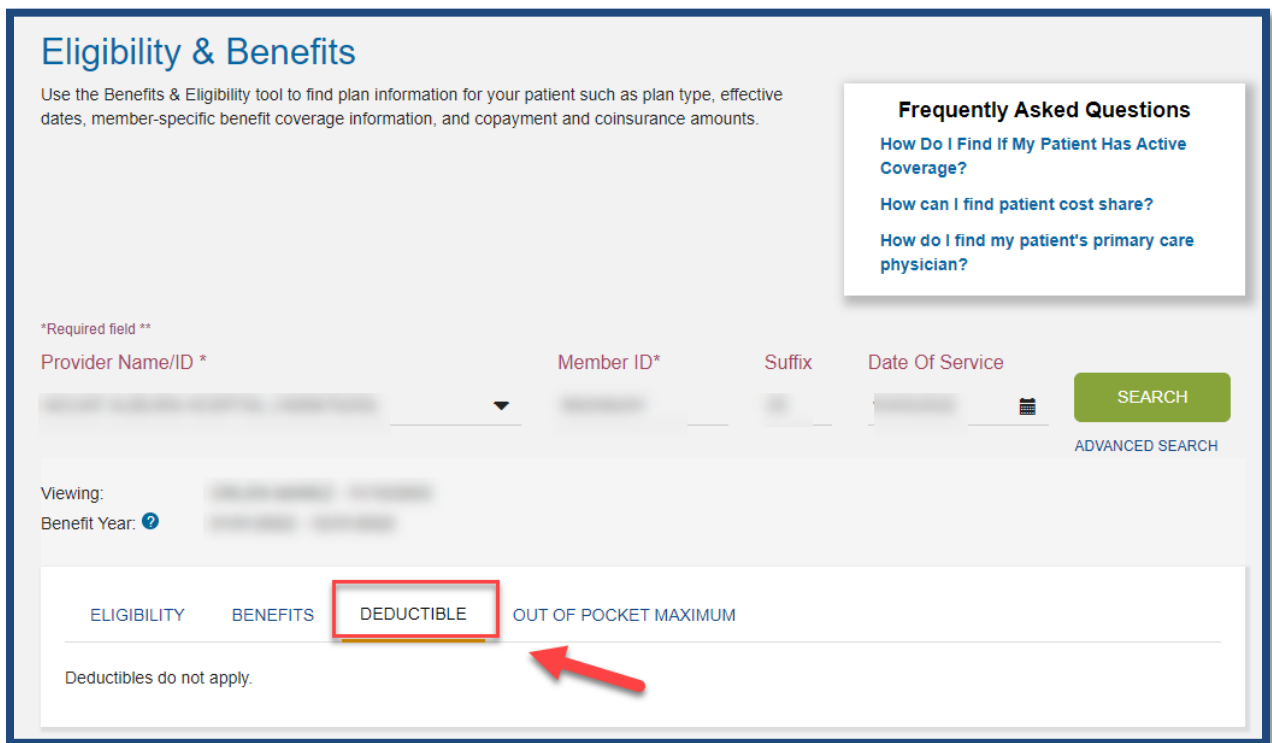
The following screen displays for individual and family deductible accumulator:

TO VIEW A MEMBER'S ANNUAL OUT OF POCKET MAXIMUM

Step 1: From the *Eligibility & Benefits* tab, click "Out of Pocket Maximum."

The following screen displays:

Claims

USE THE "CLAIMS" FUNCTION TO

Enter basic member or claim-specific date and obtain detailed claim status information. You can see whether the claim is pending, paid, or denied.

SEARCHING FOR CLAIMS

For more information about *Freeform Search*, click "Click here to learn more."

The following screen displays:

Note: Be sure to view options 1 and 2 to determine which is best search criteria when investigating claim status.

TO SEARCH FOR CLAIMS USING "SEARCH ALL" (DATE RANGE)

Click the criteria in which you would like to search: *(Ex. Date of Service 1/1/20201 through 1/29/2021)*

- SEARCH ALL
- CLAIM NUMBER – to search with a specific Claim number
- PATIENT INFO – to search for a claim with Patient ID and/or First Name, Last Name, and Date of Birth.
- PROVIDER INFO – to search for a claim with Provider Legacy ID or NPI, Start/Admit Date, End/Discharge Date, First Proc Code, or Last Proc Code.

The following screen displays:

TO SEARCH FOR CLAIMS USING THE "CLAIM NUMBER" TAB

Click the "Claim Number" tab, enter the claim number and click "Search."

The following screen displays:

Showing 1 to 1 of 1 entries

Download ⬇ Print 🖶 Sort By: Start Date : Descending

Patient	Provider	Payee	Claim
			987654321

Amt. Billed : $7,000.00   Amt. Paid : $276.39
Status Cat : P1   Status Code : 20
Start Dt : 01/01/2020   Receipt Dt : 01/01/2020
Adjusted? : NO   Adjustable? :Not Adjustable

Show 10 entries   Previous Next

Status Effective Date 01/31/2020

Status Category
F1 = Finalized/Payment
F2 = Finalized/Denied
P1 = Pending/In Progress

Status Code
0 = Cannot provide further status electronically
8 = No payment due to contract/plan provisions
20 = Accepted for processing
38 = Awaiting next periodic adjudication cycle
65 = Partial payment made for this claim

TO SEARCH FOR CLAIMS USING THE "PATIENT INFORMATION" TAB

Click the "Patient Info" tab, enter "Patient ID" and click "Search."

Note: To search using First Name, Last Name and Date of Birth, click the radio button next to "First Name."

SEARCH ALL   CLAIM NUMBER   PATIENT INFO   PROVIDER INFO

Find a claim by entering the Patient ID, or Patient Name/DOB. You can also add information about the provider, service period, and/or procedure code to narrow your search. (Up to two years)

○ Patient ID   Suffix
   Enter Member ID   ##

○ First Name   Last Name   Date of Birth
                                          MM/DD/YYYY 📅

+ Add Provider Info

CLEAR   SEARCH

The following screen displays:

TO SEARCH FOR CLAIMS USING THE "PROVIDER INFORMATION" TAB

Click the "Provider Info" tab, enter "Provider NPI" or "Legacy ID number" and click "Search."

The following screen displays:

TO VIEW CLAIM DETAILS AND CHECK CLAIM STATUS

From the *claim search results* screen, click the "Claim ID" number (as shown below).

The following screen displays:

For online claim adjustment instructions, refer to the Quick Reference Guide: Online Claim Adjustments.

Referrals

Submit referrals online directly to Tufts Health Plan and instantaneously receive a referral authorization.

TO ACCESS THE REFERRAL MENU

Step 1: Click the "Referral" tab.

Step 2: Select "Referral Submission."

Step 3: Enter the "Referring Physician's Name and ID," "Member ID," "Suffix," "Date of Birth" and "Date of Service."

> **Note:** All fields with an asterisk (*) are required fields.

Step 4: Click "Continue" to view the *Online Referral Form*:

ONLINE REFERRAL FORM

Step 1: Click "Continue" to view the *Online Referral Form*.

Step 2: Enter all required fields marked with an asterisk and click "Submit."

Online Referral Form Continued:

REFERRAL STATUS INQUIRY

Check the status of submitted referrals and high-tech imaging authorizations.

To access the referral menu:

    Step 1: Click the "Referral" tab.

    Step 2: Select "Referral Inquiry."

    Step 3: Enter "Provider Info," "Referral Number," "Patient Name," or "Patient ID" to continue. Click "Search."

Authorizations

AUTHORIZATION STATUS INQUIRY

The *Authorizations* function allows providers to check the status of an authorization submitted to Tufts Health Plan or to submit a behavioral health authorization request for outpatient services.

To access the authorizations menu:

Step 1: Click the "Authorization" tab.

Step 2: Select the appropriate option.
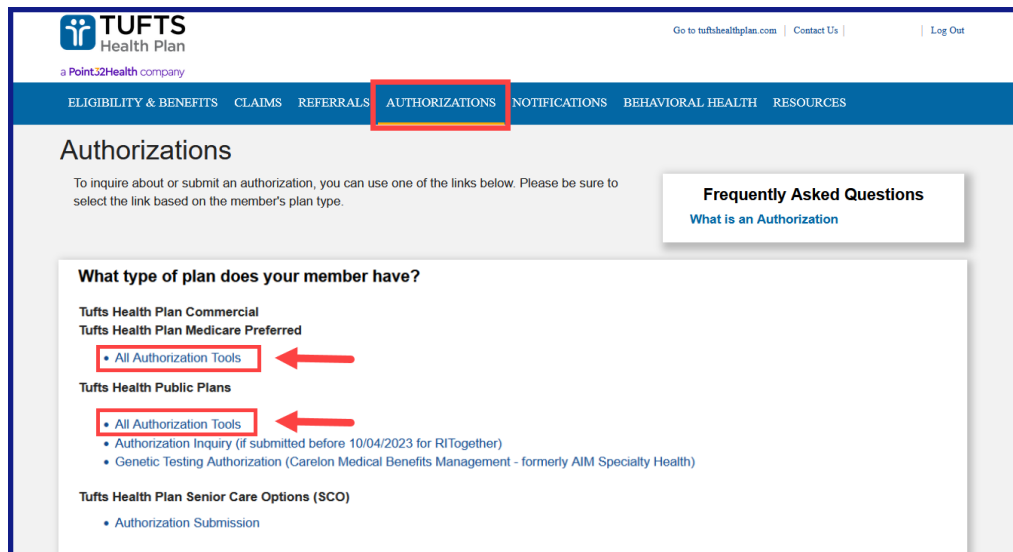
Step 3: Select "Proceed to MEDHOK" to be redirected to the MHK Medical Management System for authorization inquiries and requests. **Note:** Refer to the MHK Portal User Guide (Commercial, Tufts Health Public Plans, Tufts Medicare Preferred) for additional details.
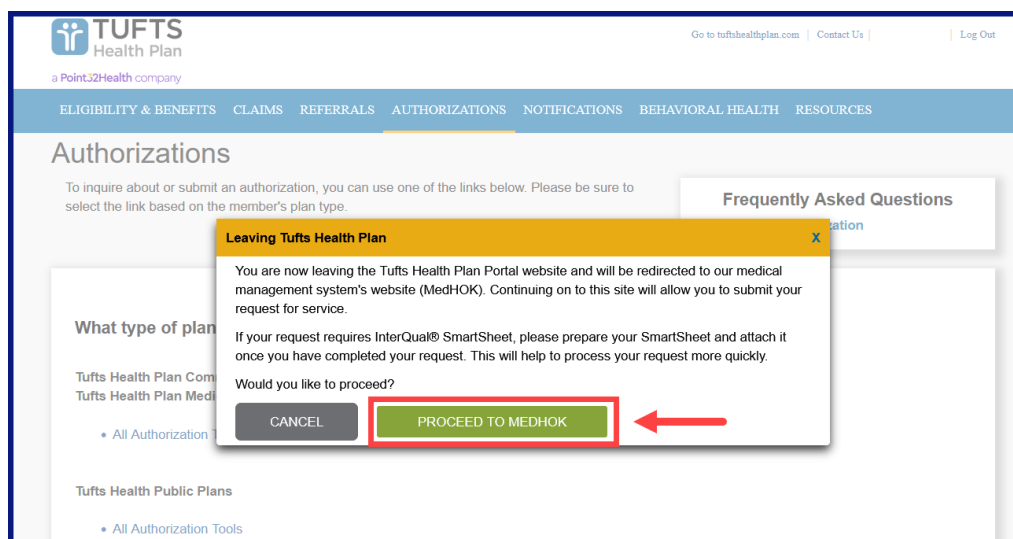
Notifications

Submit inpatient notifications or check on the status of notifications already submitted.

TO ACCESS THE "NOTIFICATIONS" MENU

Step 1: Click the "Notifications" tab.

Step 2: Select the appropriate option.

Step 3: Select "Proceed to MEDHOK" to be redirected to the MHK Medical Management System for authorization inquiries and requests. **Note:** Refer to the MHK Portal User Guide (Commercial, Tufts Health Public Plans, Tufts Medicare Preferred HMO) for additional details.

Behavioral Health

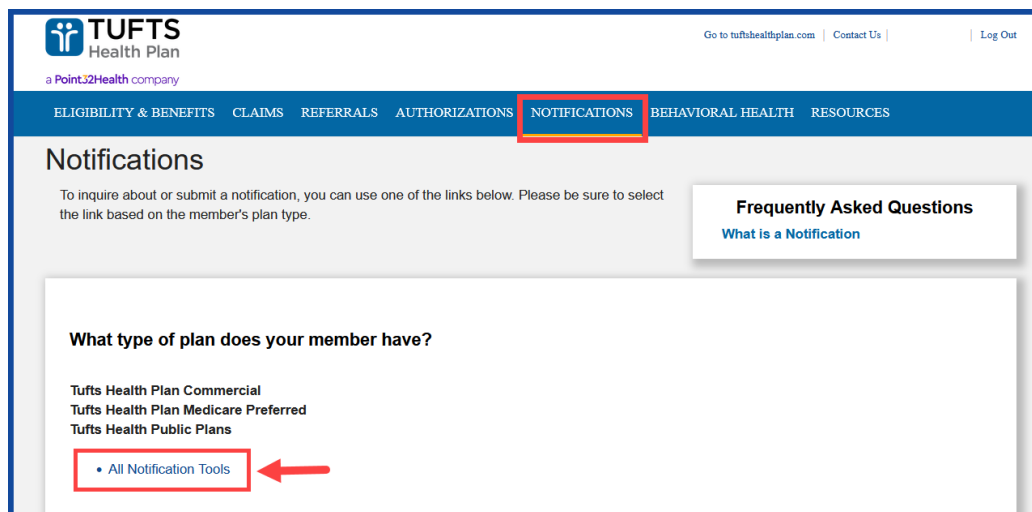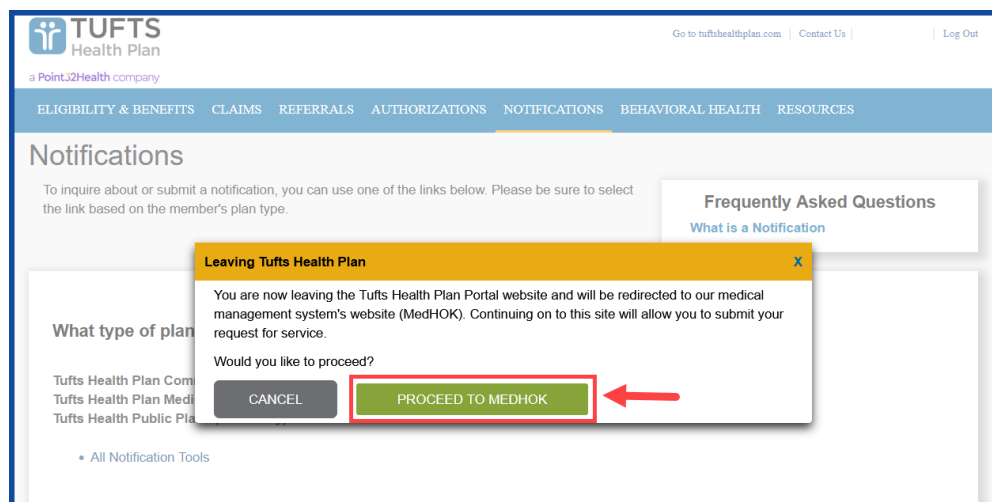For Tufts Health Plan Commercial and Medicare Preferred members, the behavioral health submission forms can be used to report the admission of patients to: Substance Use Acute Residential Programs, Partial Hospital Programs, Intensive Outpatient Programs or Outpatient Psychotherapy; or discharges from Inpatient and sub-acute levels of care. For Tufts Health Public Plans MA Together and MA Direct members, the behavioral health submissions forms can be used for Outpatient Psychotherapy notifications and authorization requests.

TO ACCESS THE "BEHAVIORAL HEALTH" MENU

Step 1: Click the "Behavioral Health" tab.

Step 2: Enter "Member ID" and "Suffix" and click "Search."

Step 3: Enter all required fields in the screen below, click the attestation box and click "Submit." **Note:** Additional directions can be found in the Behavioral Health Provider Resource Guide and the Behavioral Health MHK Portal User Guide.

Tufts Health Public Plans Outpatient Psychotherapy Requests

For Tufts Health Public Plans members, the behavioral health submission forms can be used for outpatient psychotherapy notifications and authorization requests.

TO BEGIN AN OUTPATIENT PSYCHOTHERAPY REQUEST

Step 1: Enter the "Requesting Provider Name/ID"

Step 2: Click the "Requesting Provider Location" field and from the pop-up menu select the correct location address of the requesting provider.

Step 3: Enter the Requesting Provider's phone number

Step 4: Repeat steps 1-3 to enter the Servicing Provider's ID, location, and phone number.

Step 5: To complete the form, enter the applicable information in the following fields and click "Submit."

Accessing Tufts Health Plan's Secure Provider Portal

If providers have issues with new user registration or logging into the *Tufts Health Plan Secure Provider* portal, contact Provider Services:

- **Tufts Health Plan Commercial Provider Services:** 888-884-2404
- **Tufts Health Public Plans (MA) Provider Services:** 888-257-1985
- **Tufts Health Public Plans (RI) Provider Services:** 844-301-4093
- **Tufts Health Plan Medicare Preferred and Tufts Health Plan Senior Care Options Provider Relations:** 800-279-9022

For technical inquiries, contact Provider Services at the numbers listed above, or email Tufts_Health_Plan_Provider_Technical_Support@point32health.org.