

Frequently Asked Questions (FAQs)

Tufts Health One Care

Overview

What is the One Care program?

The One Care program is an initiative between MassHealth and the Centers for Medicare & Medicaid Services (CMS) offering members a single health plan that coordinates the delivery and integration of care for those who are eligible for both MassHealth and Medicare (dual eligibles).

What is Tufts Health One Care?

Tufts Health One Care is Tufts Health Plan's Medicaid-Medicare One Care plan for people ages 21-64, who live in Barnstable, Essex, Middlesex, Suffolk, Worcester, Bristol, Plymouth, or Norfolk counties. The plan emphasizes efficient coordination of support services and is designed to streamline provider care to improve health outcomes for members.

General

Do members need to select a primary care provider (PCP) when enrolling in the Tufts Health One Care plan?

Enrollees may select a Tufts Health One Care PCP to coordinate their care or enroll in the plan without a PCP. Tufts Health Public Plans will work with new members who have not selected a PCP to identify and establish a PCP relationship. Providers are notified when they are selected as a Tufts Health One Care member PCP.

Please use our [Find a Doctor or Hospital](#) search to determine which providers are in network for Tufts Health One Care members.

Should I collect copayments from Tufts Health One Care members?

No. There are no copayments or member cost share for Tufts Health One Care members.

Do all facilities that are contracted with Tufts Health One Care need to comply with the Americans with Disabilities Act (ADA)?

Yes. MassHealth and the Centers for Medicare & Medicaid Services (CMS) require ADA training and compliance. You can contact our ADA compliance manager at ADACompliance@point32health.org with questions or to request a list of ADA resources. You can also find more information about ADA training on the [One Care website](#).

Training

How can I learn more about One Care?

You can learn more about the One Care program from these resources:

- [One Care: MassHealth plus Medicare website](#)
- [One Care website](#)

What are the training requirements for providers?

MassHealth and the Centers for Medicare & Medicaid Services (CMS) require providers to complete annual training on the program. All contracted Tufts Health One Care providers must fulfill these training requirements. The training program has two tracks. You must complete both to meet the One Care annual training requirements.

- **Track one** Developed by MassHealth and delivered through UMass Medical School to provide foundational information about the One Care program. Trainings are offered in multiple formats, including webinars and online modules. Providers can access track one trainings through the [One Care website](#) by [creating a new account](#).
- **Track two** Our plan-specific [training](#) explains day-to-day interactions with Tufts Health One Care and includes topics regarding our model of care and administrative processes. After viewing the training, you must complete and submit the [attestation form](#) to fulfill your track two Tufts Health One Care training requirement.

Contracting and Credentialing

If my practice currently accepts Tufts Health Plan, do we need to sign a new contract for Tufts Health One Care?

Yes. If you have not done so already, you will need to sign a separate contract amendment before you can start seeing Tufts Health One Care members. If you would like to become a contracted provider for Tufts Health One Care, [get started by joining our network](#).

How do I know if I'm contracted for Tufts Health One Care?

You need to sign a contract amendment. If you are not sure if your practice has contracted for Tufts Health One Care, please contact Provider Services at 888-257-1985.

What should I do if I'm not contracted for Tufts Health One Care and a member arrives in my office seeking care?

Before delivering care, always check member eligibility and let the member know that you are an out-of-network provider.

Covered services must be rendered by in-network providers, with the following exceptions:

- Emergency, urgent, or post-stabilization care
- Family-planning services from a MassHealth-contracted family-planning services provider
- Services uniquely available from an out-of-network provider, with prior authorization
- Kidney dialysis services rendered by a Medicare-certified dialysis facility, if the enrollee is outside the plan's service area for a short time

When members first join Tufts Health One Care, they may continue seeing their current providers for 90 days or until an alternative care plan has been agreed upon. There are exceptions in which members may continue to see their provider, such as when:

- The member is currently in treatment for, or managing, chronic issues (like dialysis, home health, chemotherapy, and/or radiation), including previously authorized services or covered services; they may be able to keep seeing their provider beyond 90 calendar days with prior authorization
- The member is in her second or third trimester of pregnancy; she may be able to keep seeing the provider up through delivery and her first follow-up checkup
- The member is terminally ill

Who can be a contracted provider for Tufts Health One Care?

If you provide a service covered by Tufts Health One Care, you can [get started by joining our network](#). For more information on covered services, please see our [Medical and Behavioral Health Benefit Summary Grids](#).

Examples of providers who may contract with Tufts Health One Care include, but are not limited to:

- Primary care providers (PCPs) and specialists
- Long-term supports (LTS) coordinators at community-based organizations
- Licensed mental health counselors and licensed social workers
- Masters-level behavioral health care providers

If I am already credentialed with Tufts Health Plan, do I need to recredential for Tufts Health One Care?

No. If you are currently a Tufts Health Plan provider, you will not need to recredential for Tufts Health One Care.

How can I find out if a provider is contracted with Tufts Health One Care?

You can use our [Find a Doctor or Hospital](#) search to locate contracted Tufts Health One Care providers.

Delivering Care

Care Coordination

Can members choose the providers on their interdisciplinary care team (ICT)?

Yes. Members are the center of the ICT and may choose their providers, designating any provider or individual as part of the ICT.

How do you handle existing members in the transition between enrollment and their initial assessment?

We reach out to members once they enroll with Tufts Health One Care, but we do not provide care coordination until their coverage effective date. When we outreach, we review any available claims data and schedule face-to-face assessments to prepare for transition of care issues.

Where can I find information about the model of care for Tufts Health One Care?

The [Tufts Health Public Plans Provider Manual](#) offers an overview of the model of care.

Doing Business with Us

Member Eligibility

What are the eligibility requirements for enrollees in the One Care program?

All One Care enrollees must meet the following eligibility requirements:

- Eligibility for Medicare Parts A and B
- Eligibility for MassHealth Standard or CommonHealth
- No other comprehensive private or public health plan coverage

How do I verify a member's eligibility for Tufts Health One Care?

Members will receive a Tufts Health One Care ID card.

There are several ways you can verify member eligibility:

- Tufts Health Plan's secure [Provider Portal](#)
- [NEHEN](#) or [NEHENNet](#)
- [MassHealth Provider Service Portal](#)
- Tufts Health Public Plans Provider Services at 888-257-1985

How can primary care providers see which members are assigned to their panel?

Primary care providers (PCPs) can check the members in their panel through Tufts Health Plan's secure [Provider Portal](#). Refer to the [Tufts Health Public Plans Provider Manual](#) for additional information.

Is a member's coverage effective as soon as they enroll?

A member's coverage is usually effective on the first day of the month following their enrollment. For example, if the member joined during open enrollment on September 1, 2023, their coverage began on October 1, 2023.

Does the One Care program cover members older than 64?

If eligible individuals enroll when they are 64 or younger, they may remain in the One Care program as long as they remain eligible for both Medicare and Medicaid, and Tufts Health Plan waives the age requirement.

Member Benefits

What services does Tufts Health One Care cover?

The One Care program combines the benefits of Medicare and Medicaid to create one robust plan of covered services, including a variety of long-term services and supports.

Can I render services to a member if Tufts Health Plan hasn't yet completed the comprehensive assessment?

Yes. Providers can render services before the assessment is completed.

Prior Authorizations

How do I know if a service requires prior authorization?

We require prior authorization for some services. For more information, see our [Medical and Behavioral Health Benefit Summary Grids](#) and [Medical Necessity Guidelines](#).

Who requests prior authorizations?

The member, their primary care provider (PCP), specialist, or any member of their interdisciplinary care team (ICT) may request prior authorization.

If I am an out-of-network provider, can I see a Tufts Health One Care member?

Yes, but you will need prior authorization from Tufts Health Plan before rendering care to a Tufts Health One Care member.

Billing and Reimbursement

Where should I submit Tufts Health One Care claims?

Providers should submit all claims to Tufts Health Plan for services rendered to Tufts Health One Care members. Please see the Claim Requirements, Coordination of Benefits and Dispute Guidelines chapter of the [Tufts Health Public Plans Provider Manual](#) for information about submitting claims.

Where can I find the payment policies?

The [Tufts Health One Care Payment Policies](#) are located on the Point32Health provider website.

Provider Contact Information

Point32Health Provider Website: point32health.org/provider

Tufts Health Plan Provider Website: tuftshealthplan.com/provider

Provider Services: 888-257-1985

REGISTER
to receive *Insights and Updates*
for Providers by email.