

# Introduction

## About the Commercial Provider Manual

Tufts Health Plan developed this manual to supply our providers and their office staff with details on certain products, policies, and procedures of Tufts Health Plan. The Commercial Provider Manual applies to Commercial<sup>1</sup> products. Tufts Health Plan requires that providers and their staff read, abide by, and reference this manual as necessary.

For more information on Tufts Health Plan Senior Products or Tufts Health Public Plans policies and procedures, refer to the [Senior Products](#) or [Tufts Health Public Plans](#) provider manuals.

The information contained in this Provider Manual is subject to change and may be periodically updated throughout the year to reflect new information, including, but not limited to, changes in law, rules, regulations, and/or requirements of any applicable state or federal agency, industry updates, or other business decisions that may affect how providers do business with Tufts Health Plan. Providers should also refer to their contracts for specific compensation provisions and may contact Commercial Provider Services at **888-884-2404** with additional questions.

## Overview of Tufts Health Plan

Tufts Health Plan is designed to arrange for comprehensive health care services to its members and encourage appropriate treatment and efficient use of medical services. Tufts Health Plan offers eligible employer groups and individual enrollees a range of products and plan designs. The [public provider website](#) includes the information you need including product information, policies, forms, electronic tools, clinical information, news and training resources, and much more. While the website also includes a [Contact Us](#) page to guide you in the event you need assistance, the chart below provides some additional contacts and reference information.

| Department                         | Contact      | Responsibility   |
|------------------------------------|--------------|--|
| <b>Inpatient Management</b>        |              |  |
| <b>Inpatient Manager</b>           | 888-766-9818 | <ul style="list-style-type: none"> <li>• Concurrently reviews Tufts Health Plan members admitted to inpatient facilities</li> <li>• Coordinates and authorizes discharge plans, including rehabilitation, skilled nursing facility (SNF) or chronic hospital placement, home health care, home therapies, and durable medical equipment (DME)</li> </ul>   |
| <b>Specialty inpatient manager</b> | 888-766-9818 | <ul style="list-style-type: none"> <li>• Facilitates discharge planning</li> <li>• Provides ongoing coordination of services through the continuum of illness of medically complex cases</li> <li>• Acts as plan liaison for members, families, providers and vendors of ancillary services</li> <li>• Manages complex cases</li> <li>• Performs out-of-network hospital reviews and discharge planning</li> <li>• Manages high-risk obstetrics, pediatrics, neonatology, transplants, HIV/AIDS, disabilities, rehabilitation nursing, and oncology cases</li> </ul> |

<sup>1</sup> Commercial products include HMO, POS, PPO, and Exchange (HMO/PPO) when Tufts Health Plan is the primary administrator.

| Department  | Contact                                  | Responsibility  |
|---|--|---|
| <b>Precertification Operations Department</b>     |  |   |
| <b>Precertification Operations clinical staff</b> | 617-972-9409 (fax)                       | Conducts utilization management review of outpatient services that require prior authorization, including, but not limited to, elective surgeries, and procedures   |
| <b>Intake coordinator (Inpatient Admissions)</b>  | 617-972-9590 (fax) or 800-843-3553 (fax) | Processes inpatient admission notification requests for Commercial members  |
| <b>Liability and Recovery</b>                     |  |   |
| <a href="#">Coordination of Benefits (COB)</a>    | 617-972-1098                             | <ul style="list-style-type: none"> <li>• Investigates and verifies dual health coverage</li> <li>• Determines primary and secondary coverage</li> <li>• Investigates and verifies workers' compensation claims</li> <li>• Adjusts COB, workers' compensation, and Tufts Health Plan Medicare Complement (TMC) claims</li> </ul> |
| <b>Provider Services</b>                          |  |   |
| <b>Provider Services</b>                          | 888-884-2404                             | Providers should call this number for the following issues: <ul style="list-style-type: none"> <li>• Inquiries regarding paid or in-process claims</li> <li>• Interpretation of member benefits</li> </ul>  |
| <b>Claims</b>                                     |  |   |
| <b>EDI Operations</b>                             | 888-880-8699, ext. 54042                 | <ul style="list-style-type: none"> <li>• Makes inquiries concerning electronic claims files</li> <li>• Sets up electronic services</li> </ul>   |
| <b>Pharmacy Utilization Management Department</b> |  |   |
| <b>Pharmacy Utilization Management</b>            | 617-673-0988 (fax)                       | Conducts pharmacy and medical drug reviews that require prior authorization   |

#### PUBLICATION HISTORY

|          |   |
|----------|---|
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