

## Working with CareLink<sup>SM</sup>

The administrative services for CareLink accounts are shared between Tufts Health Plan and Cigna; however, one is selected to serve as the primary administrator for each particular CareLink account. The administrative lead performs most plan administrative functions including claim adjudication. The member's ID card is uniquely branded to indicate the primary administrator.

| Determining Questions Regarding:   | Cigna<br>(as Primary Administrator)  | Shared Administration<br>(Unions & Allied Trades)  | Tufts Health Plan<br>(as Primary Administrator)  |
|--|--|--|--|
| <b>Verification</b>  |  |  |  |
| What is the CareLink medical provider network?                           | <ul style="list-style-type: none"> <li>Tufts Health Plan in MA and RI</li> <li>Cigna in all other states</li> </ul>  | <ul style="list-style-type: none"> <li>Tufts Health Plan in MA and RI</li> <li>Cigna in all other states</li> </ul>  | <ul style="list-style-type: none"> <li>Tufts Health Plan in MA and RI</li> <li>Cigna in all other states</li> </ul>  |
| What is the governing medical contract for provider reimbursement?       |  |  |  |
| What is the CareLink behavioral health provider network?                 | <ul style="list-style-type: none"> <li>Evernorth Behavioral Health (EBH)</li> </ul>  | <ul style="list-style-type: none"> <li>Employer group discretion</li> <li>Based on network chosen</li> </ul>   | <ul style="list-style-type: none"> <li>Tufts Health Plan in MA and RI</li> <li>EBH in all other 48 states <b>or</b></li> <li>Behavioral health carve-out based on employer group discretion</li> </ul> |
| What is the governing mental health contract for provider reimbursement? |  |  |  |
| <b>Eligibility</b>   |  |  |  |
| How do I identify the primary administrator of a CareLink plan?          | <ul style="list-style-type: none"> <li>Numbering convention varies by employer group</li> <li>Self-service eligibility response will indicate plan type and primary administrator</li> </ul> | <p><b>DC35:</b><br/>9-character alphanumeric ID number prefixed with A1 (e.g., A12345678 01)</p> <p><b>Iron Clad:</b><br/>9-character alphanumeric ID number prefixed with B (e.g., B23456789 01)</p>  | 9-digit numeric ID number  |
| How do I confirm eligibility for a CareLink member? <sup>1</sup>         | <ul style="list-style-type: none"> <li><a href="http://cignaforhcp.com">cignaforhcp.com</a></li> <li>800-CIGNA24</li> <li>Change Healthcare<sup>TM</sup></li> </ul>                          | <ul style="list-style-type: none"> <li><a href="http://tuftshealthplan.com">tuftshealthplan.com</a></li> <li>NEHEN</li> <li>Provider Services: 888-884-2404</li> <li>DC 35: 800-799-1240</li> <li>Iron Clad: 617-436-3500; 866-229-4766</li> </ul> | <ul style="list-style-type: none"> <li><a href="http://tuftshealthplan.com">tuftshealthplan.com</a></li> <li>Provider Services: 888-884-2404</li> <li>NEHEN</li> <li>Change Healthcare</li> </ul>      |

<sup>1</sup> Eligibility may be subject to retroactive reporting of disenrollment.

| Determining Questions Regarding:  | Cigna<br>(as Primary Administrator)   | Shared Administration<br>(Unions & Allied Trades)   | Tufts Health Plan<br>(as Primary Administrator)   |
|---|---|---|---|
| How do I confirm benefits information for a CareLink member?  | <ul style="list-style-type: none"> <li><a href="http://cignaforhcp.com">cignaforhcp.com</a></li> <li>800-CIGNA24</li> </ul>   | <ul style="list-style-type: none"> <li>DC 35: 800-799-1240</li> <li>Iron Clad: 617-436-3500; 866-229-4766</li> </ul>  | <ul style="list-style-type: none"> <li><a href="http://tuftshealthplan.com">tuftshealthplan.com</a></li> <li>Tufts Health Plan Provider Services: 888-884-2404</li> </ul>   |
| <b>Claims Submissions and Payment</b>   |   |   |   |
| Where do I submit paper claims?   | Appropriate address is located on the back of the member's ID card  | Appropriate address is located on the back of the member's ID card  | Appropriate address is located on the back of the member's ID card  |
| Where do I send EDI claims for CareLink members?<br><b>Note:</b> EDI edits of receiving health plan apply.  | Cigna or Tufts Health Plan  | Tufts Health Plan<br>To sign up for EDI submission, contact: <ul style="list-style-type: none"> <li>Provider Services: 888-884-2404</li> <li>EDI Operations: 888-880-8699 x54042;<br/><a href="mailto:EDI_Operations@point32health.org">EDI_Operations@point32health.org</a></li> </ul> | Tufts Health Plan<br>To sign up for EDI submission, contact: <ul style="list-style-type: none"> <li>Provider Services: 888-884-2404</li> <li>EDI Operations: 888-880-8699 x54042;<br/><a href="mailto:EDI_Operations@point32health.org">EDI_Operations@point32health.org</a></li> </ul> |
| How do I track submission for my EDI claims?  | <ul style="list-style-type: none"> <li>If sent to Cigna, claim # issued by Cigna</li> <li>If submitted to Tufts Health Plan, claim is redirected to Cigna and Tufts Health Plan submitter report states CareLink</li> </ul> | Submitters will receive Tufts Health Plan submitter reports with a claim # issued by Tufts Health Plan<br><b>Note:</b> Unions may apply their own claim # on EOB  | Submitters will receive Tufts Health Plan submitter reports with a claim # issued by Tufts Health Plan  |
| Which organization performs adjudication and sends the Explanation of Payment (EOP)?  | Cigna   | <ul style="list-style-type: none"> <li>DC 35</li> <li>Iron Clad</li> </ul>  | Tufts Health Plan   |
| How can I obtain claim status?  | <ul style="list-style-type: none"> <li><a href="http://cignaforhcp.com">cignaforhcp.com</a></li> <li>800-CIGNA24</li> </ul>   | <ul style="list-style-type: none"> <li>DC 35: 800-799-1240</li> <li>Iron Clad: 617-436-3500, 866-229-4766</li> </ul>  | <ul style="list-style-type: none"> <li><a href="http://tuftshealthplan.com">tuftshealthplan.com</a></li> <li>NEHEN</li> <li>Tufts Health Plan Provider Services: 888-884-2404</li> </ul>  |
| Where do I send a payment dispute?<br><b>Note:</b> The appropriate dispute form must be included with all disputes to ensure proper routing and processing. | Cigna Inc.<br>National Appeals Unit<br>P.O. Box 188011 Chattanooga, TN 37422<br><br><a href="#">Cigna as Primary Administrator Provider Payment Dispute Form</a>  | Tufts Health Plan<br>CareLink Shared Administration<br>P.O. Box 254<br>Canton, MA 02021-0254<br><br><a href="#">CareLink Shared Administration Provider Payment Dispute Form</a>  | Tufts Health Plan<br>CareLink Primary Administration<br>P.O. Box 178<br>Canton, MA 02021-0178<br><br><a href="#">Request for Claim Review Form</a>  |

| Determining Questions Regarding:  | Cigna<br>(as Primary Administrator)   | Shared Administration<br>(Unions & Allied Trades)   | Tufts Health Plan<br>(as Primary Administrator)   |
|---|---|---|---|
| <b>Member Medical Management</b>  |   |   |   |
| Who do I contact to obtain prior authorization or precertification for a CareLink member? | <ul style="list-style-type: none"> <li>• <a href="http://cignaforhcp.com">cignaforhcp.com</a></li> <li>• 800-CIGNA24</li> </ul>                       | CareAllies <sup>2</sup> <ul style="list-style-type: none"> <li>• DC 35: 800-558-9639</li> <li>• Iron Clad: 800-768-4695</li> </ul>                    | <ul style="list-style-type: none"> <li>• <a href="http://cignaforhcp.com">cignaforhcp.com</a></li> <li>• 800-CIGNA24</li> </ul>   |
| Who coordinates medical management services for CareLink members?                         |   |   | <ul style="list-style-type: none"> <li>• <a href="http://tuftshealthplan.com">tuftshealthplan.com</a></li> <li>• 888-884-2404</li> </ul>  |
| Who coordinates disease management programs for CareLink members?                         |   |   |   |
| Where can I find Prior Authorization requirements? <sup>3,4</sup>                         | <ul style="list-style-type: none"> <li>• 800-CIGNA24</li> <li>• <a href="#">CareLink Procedures Requiring Prior Authorization</a></li> </ul>          | Not Applicable (shared administration does not require prior authorization)<br><b>Note:</b> Precertification is required for inpatient admissions     | <ul style="list-style-type: none"> <li>• <a href="http://tuftshealthplan.com">tuftshealthplan.com</a></li> <li>• <a href="#">CareLink Procedures Requiring Prior Authorization</a></li> </ul> |
| Who do I contact for authorization of medical benefit drugs?                              | <ul style="list-style-type: none"> <li>• <a href="http://cignaforhcp.com">cignaforhcp.com</a></li> <li>• 800-CIGNA24</li> </ul>                       | CareAllies <ul style="list-style-type: none"> <li>• DC 35: 800-558-9639</li> <li>• Iron Clad: 800-768-4695</li> </ul>                                 | <ul style="list-style-type: none"> <li>• <a href="http://cignaforhcp.com">cignaforhcp.com</a></li> <li>• 800-CIGNA24</li> </ul>   |
| Who do I contact to notify of an observation admission?                                   | Notify Cigna within 48 hours of an admission to observation. This does not apply to postoperative observation services.                               | Notify CareAllies within 48 hours of an admission to observation. This does not apply to postoperative observation services.                          | Notify Cigna within 48 hours of an admission to observation. This does not apply to postoperative observation services.   |
| Who do I contact for high-tech imaging authorization?                                     | <ul style="list-style-type: none"> <li>• <a href="http://evicorehealthcare.com">evicorehealthcare.com</a></li> <li>• 888-693-3297</li> </ul>          | Not Applicable (shared administration does not require prior authorization)   | 800-CIGNA24<br>Authorization Option   |
| Who do I contact for sleep study authorization?   | <ul style="list-style-type: none"> <li>• <a href="http://evicorehealthcare.com">evicorehealthcare.com</a></li> <li>• 800-298-4806</li> </ul>          | Not Applicable (shared administration does not require prior authorization)   | <ul style="list-style-type: none"> <li>• <a href="http://evicorehealthcare.com">evicorehealthcare.com</a></li> <li>• 800-298-4806</li> </ul>  |
| What is the CareLink transplant provider network?   | <ul style="list-style-type: none"> <li>• Tufts Health Plan in MA and RI</li> <li>• Cigna (or LifeSource) in all other states, including NH</li> </ul> | <ul style="list-style-type: none"> <li>• Tufts Health Plan in MA and RI</li> <li>• Cigna (or LifeSource) in all other states, including NH</li> </ul> | <ul style="list-style-type: none"> <li>• Tufts Health Plan in MA and RI</li> <li>• Cigna (or LifeSource) in all other states, including NH</li> </ul>   |

<sup>2</sup> CareAllies is the name/brand of the Medical Management services offered previously under the name Intracorp, a subsidiary of Cigna. To learn more about CareAllies, visit [careallies.com](http://careallies.com).

<sup>3</sup> Tufts Health Plan and Cigna have established a formal committee to maintain prior authorization requirements on a quarterly basis.

<sup>4</sup> Infertility drugs do not require prior authorization.

| Determining Questions Regarding:                            | Cigna<br>(as Primary Administrator)   | Shared Administration<br>(Unions & Allied Trades)  | Tufts Health Plan<br>(as Primary Administrator)  |
|---|---|--|--|
| <b>Prescription Drugs</b>                                   |   |  |  |
| Who do I contact for pharmacy prior authorization requests? | <ul style="list-style-type: none"> <li>• 800-CIGNA24, or</li> <li>• pharmacy Carve-out</li> </ul> | <ul style="list-style-type: none"> <li>• DC 35: 800-799-1240</li> <li>• Iron Clad: 617-436-3500; 866-229-4766</li> </ul> | <ul style="list-style-type: none"> <li>• <b>Optum Rx:</b> <ul style="list-style-type: none"> <li>○ 800-860-3161</li> </ul> </li> <li>• <b>or Pharmacy Carve Out</b></li> </ul> |