

Applies to:**Commercial Products**

- Harvard Pilgrim Health Care Commercial products
- Tufts Health Plan Commercial products

Public Plans Products

- Tufts Health Direct – A Massachusetts Qualified Health Plan (QHP) (a commercial product)
- Tufts Health Together – MassHealth MCO Plan and Accountable Care Partnership Plans
- Tufts Health RITogether – A Rhode Island Medicaid Plan
- Tufts Health One Care – A dual-eligible product

Senior Products

- Tufts Health Plan Senior Care Options (SCO) (a dual-eligible product)
- Tufts Medicare Preferred HMO/PPO (Medicare Advantage products)

Policy

Tufts Health Plan may reduce payment when two or more services are billed for the same member, on the same date of service, from the same family of codes.

Reductions may result due to:

- Absence of modifiers
- Multiple procedures
- Clinical guidelines
- Other incorrect coding issues

Billing Instructions

Unless otherwise stated, Tufts Health Plan follows industry-standard coding guidelines. Refer to current industry standard coding guidelines for a complete list of ICD, CPT/HCPCS, revenue codes, modifiers, and their usage. Providers may only bill the procedure code(s) in accordance with the applicable financial exhibits of their provider agreements and applicable fee schedules.

Payment Reduction Identification

Incorrect billing/payments are identified through multiple pre- and post-payment review methods, including proprietary web-based software and internal and external claims audits.

Tufts Health Plan processes claims according to applicable provider contracts, payment policies, and industry-standard coding guidelines.

Adjustment Process

Tufts Health Plan applies payment reductions when providers perform two or more related procedures for the same member on the same date of service. Providers are notified via an explanation of payment (EOP) or 835 file. The EOP identifies the adjusted amount, member name, member ID number, claim number, provider name, and correct payment amount.

Time-Limit Adjustment

Adjustments are not initiated more than 24 months after the original Tufts Health Plan EOP date without agreement from the provider unless the adjustment is related to fraud, waste, and/or abuse.

Compensation/Reimbursement Information

Providers are compensated according to the applicable network contracted rates and applicable fee schedules.

Additional Resources

- [Payment Policies and Audit Program](#)
- [Fraud, Waste, and Abuse](#)

Document History

- December 2022: Policy reviewed; added audit program as additional resource
- March 2018: Template updates
- September 2017: Updated to include RITogether
- February 2017: Template updates

Background and Disclaimer Information

This policy applies to the products of Harvard Pilgrim Health Care and Tufts Health Plan and their affiliates, as identified in the check boxes on the first page for services performed by contracted providers.

Payment is based on member benefits and eligibility on the date of service, medical necessity review, where applicable, and the provider's network participation agreement with the Plan. As every claim is unique, this policy is neither a guarantee of payment, nor a final indication of how specific claim(s) will be adjudicated. Claims payment is subject to member eligibility and benefits on the date of service, coordination of benefits, referral/authorization and utilization management requirements (when applicable), adherence to Plan policies and procedures, and claims editing logic. An authorization is not a guarantee of payment.

Point32Health reserves the right to amend a payment policy at its discretion. CPT and HCPCS codes are updated as applicable; please adhere to the most recent CPT and HCPCS coding guidelines.

We reserve the right to conduct audits on any provider and/or facility to ensure accuracy and compliance with the guidelines stated in this payment policy. If such an audit determines that a provider/facility did not comply with this payment policy, Harvard Pilgrim Health Care and Tufts Health Plan will expect the provider/facility to refund all payments related to noncompliance.