



Beth Israel Lahey Health Performance Network (BILHPN)

January 12, 2023

Harvard Pilgrim Health Care and Tufts Health Plan Have Combined





- The name of our parent organization is **Point32Health**.
- Inspired by the 32 points on a compass, **Point32Health** represents the role the organization plays in helping people find their version of healthier living through a broad range of health plans and tools that make navigating health and wellbeing easier.
- While **Point32Health** is the name of our parent organization, the Harvard Pilgrim Health Care and Tufts Health Plan brands will continue to appear in the marketplace.
- **Continue to follow the existing processes for each heritage brand.**

Point32Health



Point32Health

Our purpose is to guide and empower healthier lives for everyone, by working differently.

			
Improved Access for All	Innovation	Enhanced Experiences	Healthier Living
Offering Commercial, Senior and Public Plans that deliver accessible and affordable quality care to everyone — no matter their age, health or income.	Improving health care by creating new concepts that improve health outcomes, increase affordability, impact policy and help more people.	Rethinking existing standards to make every part of the health care experience simpler, smarter and more seamless from start to finish.	Holding an all-encompassing view of health and health care to help support and guide members and communities to their best version of well-being.

Combination Information for Providers

An updated list of FAQs about the combination of Harvard Pilgrim Health Care and Tufts Health Plan is available and includes information about:

- Products
- Billing and Reimbursement
- Pharmacy
- Medical Management and Continuity of Care
- Behavioral Health
- Electronic Tools
- Contracting
- Provider Support and Training

Point32Health



Point32Health Product Integration

As part of our integration, Point32Health has been evaluating the products offered by Harvard Pilgrim Health Care and Tufts Health Plan as well as market needs.



You'll continue to see the Harvard Pilgrim Health Care and Tufts Health Plan brands in the market.



We have begun integrating certain products, allowing us to **offer more access, and better experience** for members, employers, and brokers in our service area.

We continue to offer a broad range of **comprehensive plans that improve the well-being of members**, guiding them to better health outcomes.

We anticipate this integration work to continue **throughout 2023 and 2024.**

Massachusetts Commercial and Group Medicare Product Integration

Starting January 1, 2023



Commercial

- Certain Tufts Health Plan Massachusetts members will begin transitioning to Harvard Pilgrim Health Care products.
- Transitions will be staggered and aligned with the members' plan renewal dates.
- Additional Tufts Health Plan members will transition to Harvard Pilgrim Health Care products in 2024.
- The integration of our Commercial products will continue through January of 2025.

Group Medicare

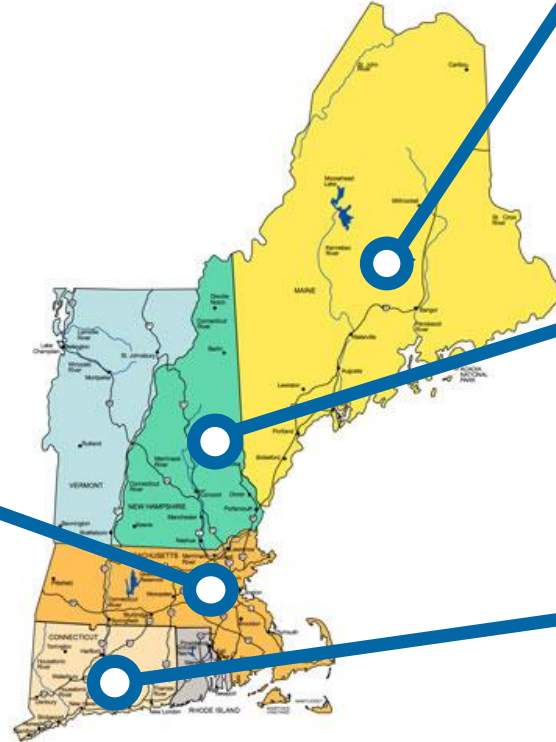
- Tufts Medicare Complement plans will transition to Harvard Pilgrim Health Care's Medicare Enhance plan.

Senior Products



Massachusetts

- Tufts Medicare Preferred HMO
- Tufts Medicare Preferred Access (PPO) – **available beginning January 1, 2023**
- Harvard Pilgrim Health Care and Tufts Medicare Supplement plans offered



Maine

- Harvard Pilgrim Health Care Medicare Supplement and Medicare Enhance plans offered

New Hampshire

- Harvard Pilgrim StrideSM offered in certain counties
- Harvard Pilgrim Health Care Medicare Supplement

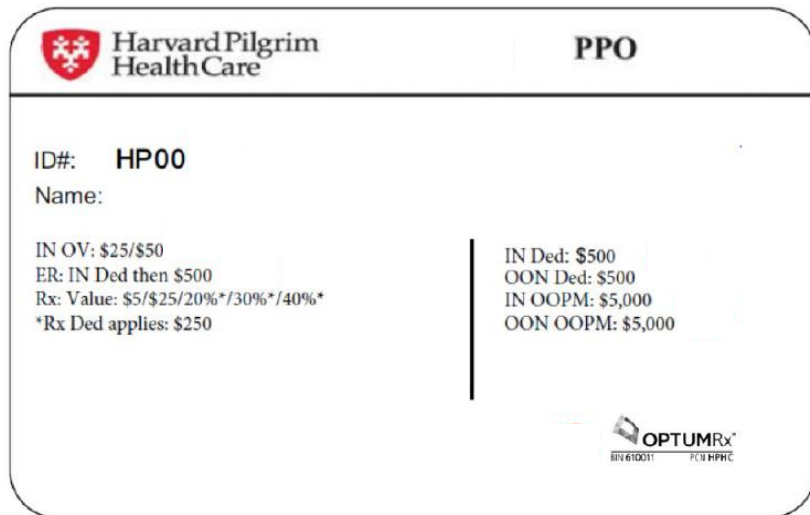
Connecticut

- CarePartners of Connecticut offered



Tufts Medicare Preferred HMO is the only plan in Massachusetts to earn 5 out of 5 Stars from Medicare 8 years in a row.

Recognizing When a Member Changes Plans



- All members who are changing plans will receive a new member ID card prior to their effective date.
- Check eligibility and benefits on our provider portals:
 - [HPHConnect](#)
 - [Tufts Health Plan Secure Provider Portal](#)
- For more options, refer to the:
 - [Determining Eligibility Policy](#) in the Harvard Pilgrim Health Care [Provider Manual](#)
 - Tufts Health Plan [Provider Manual](#)
- For questions, refer to the information on the member's current ID card and contact the health plan as indicated.



Medical Claims Submission

Continue to follow the claim submission guidelines and policies for the health plan that is in effect for the member at the time of service.

Member's plan on date of service	Medical claim submission
Tufts Health Plan member on the date of service	Submit the claim to Tufts Health Plan
Harvard Pilgrim Health Care member on the date of service	Submit the claim to Harvard Pilgrim Health Care
When the member is receiving services that span their plan transition date	Submit the claim to the plan in effect on the initial date of service (Example: Inpatient admission date)

Our Integrated Behavioral Health Program

We recognize the critical importance of behavioral health to the well-being of our members and how appropriate behavioral health care contributes to overall health.

- Both heritage organizations offer successful behavioral health programs by operating different models to meet our members' needs. Currently, Tufts Health Plan operates its own network of behavioral health providers, while Harvard Pilgrim Health Care offers behavioral health services through a contract with Optum/United Behavioral Health.
- To achieve our primary goal of creating a best-in-class program for our combined membership, Point32Health will offer an insourced behavioral health program.
- Effective July 1, 2023, behavioral health coverage and programs, including utilization and care management, will be delivered through Point32Health's own internal functions and behavioral health team.
- There are no immediate policy or procedural changes for our behavioral health providers.



Behavioral Health Claims Submission

Member's plan on date of service	Behavioral health claim submission
Tufts Health Plan member on the date of service	Submit the claim to Tufts Health Plan
Harvard Pilgrim Health Care member with a date of service prior to July 1, 2023	Submit the claim to Optum/United Behavioral Health
Harvard Pilgrim Health Care member with a date of service on or after July 1, 2023	Submit the claim to Harvard Pilgrim Health Care

OptumRx: Point32Health's Pharmacy Benefit Manager

- Effective January 1, 2023

- Point32Health selected OptumRx as the pharmacy benefit manager for all products, effective January 1, 2023.
 - OptumRx offers convenient and affordable access to prescription medications to members through a comprehensive retail, specialty and home delivery pharmacy network.
 - Point32Health will continue to manage its own pharmacy programs, including drug formularies and the development of utilization management criteria.
- Providers have access to PromptPA, a new online prior authorization request submission tool for pharmacy and medical drugs. Look for more information on PromptPA in future issues of [Provider Update](#).
- For more information on our pharmacy program, refer to our [Quick Reference Guide](#) with an overview of what to expect in 2023.
 - Our Commercial, Senior Products, and Tufts Health Public Plans [2023 prescription drug formularies](#) as well as our [pharmacy medical necessity guidelines](#) and our medical benefit drug necessity guidelines are now available on our provider [website](#).

Streamlining Pharmacy and Medical Drug Utilization Management

- Point32Health has insourced utilization management for both pharmacy and medical benefit drugs, effective January 1, 2023.
- A single point of contact for both health plans reduces your administrative burden and improves your overall experience.
- Through online submission, you can easily view drug specific criteria questions, attach clinical information, and receive a response more quickly.

Point32Health PromptPA Prior Authorization/Pre-Certification Portal

New Prior Authorization | Check Status | Complete Existing Request

1 START | 2 PATIENT | 3 DRUG | 4 PRESCRIBER | 5 DIAGNOSIS | 6 PROVIDER | 7 FINISH

Please answer the following questions about this request...

Are you the...	Prescribing Physician / Nurse	*
Is this request for a...	Prescription Drugs	*
Is the Prescriber Purchasing and Dispensing the medication?	<--Select-->	* ^

(* Required Fields)
^ - Selecting "Yes" will result in the case being processed under the Medical Benefit.

Next

Powered by PAHub



New: Online Prior Authorization tool

- [PromptPA](#) is now available from our provider websites.
- [Overview video of PromptPA](#)
- Benefits of online submission:
 - Easily view medical necessity guidelines
 - Attach clinical information
 - Check the status of your request
 - Quicker response time

Pharmacy Program Changes

		Before January 1, 2023	Starting January 1, 2023
Tufts Health Plan	Pharmacy Benefit Manager		
	Retail Pharmacy	CVS Caremark	OptumRx
	Mail Order Services		
	Pharmacy Claims Processing		
	Specialty Pharmacy	CVS Specialty	Optum Specialty
	Prescription Drug Program (formularies, pharmacy medical necessity guidelines, appeals)	Point32Health	Point32Health (no change)
	Utilization Management Determinations	Point32Health	Point32Health (no change)
Harvard Pilgrim Health Care	Pharmacy Benefit Manager		
	Retail Pharmacy	OptumRx	OptumRx (no change)
	Mail Order Services		
	Pharmacy Claims Processing		
	Specialty Pharmacy	CVS Specialty	Optum Specialty
	Prescription Drug Program (formularies, UM decision criteria, appeals)	Point32Health	Point32Health (no change)
	Utilization Management Determinations (Pharmacy Drugs)	OptumRx	Point32Health
	Utilization Management Determinations (Medical Drugs)	CVS Health–NovoLogix	Point32Health
	Infertility Pharmacy Program	Freedom Drug, Inc. and Village Pharmacy	Optum Specialty

We have transferred specialty refills to Optum Specialty from CVS Specialty when the member's pharmacy benefit requires them to use our designated specialty pharmacy. All Medicare, Commercial RI and RI Medicaid members can fill prescriptions at their current specialty pharmacy after January 1, 2023 (contingent on the pharmacy being contracted in their plan's OptumRx retail network).

Point32Health 2023 Fee Schedule Updates

Commercial Professional Fee Schedules

Commercial Professional schedules will continue to be updated in a manner consistent with prior years.

- For Tufts Health Plan, the updated fee schedules are effective on Jan. 1, 2023.
- For Harvard Pilgrim Health Care updates to the commercial Physician Fee Schedules for 2023 will occur on April 1, 2023.

The updated fee schedules will incorporate the most current code sets as well as various components of the final CMS relative values.

Behavioral Health Fee Schedules:

- For both Tufts Health Plan and Harvard Pilgrim Health Care, an integrated Behavioral Health Fee schedule will be adopted on July 1, 2023.

Telehealth Reimbursed at Pre-Pandemic Rate as of March 1, 2023

Point32Health recognizes that telehealth is a valuable care delivery system which expands access to much-needed services for patients nationwide, and it has proven to be particularly advantageous amid the dire challenges presented by the COVID-19 pandemic.

While we support ongoing care delivered via telehealth and will continue to reimburse for these visits, effective for dates of service beginning March 1, 2023, Point32Health will resume our pre-pandemic telehealth reimbursement practices for Harvard Pilgrim Health Care and Tufts Health Plan providers, in keeping with guidance provided by the states we serve.

As a result, medical services provided via telehealth to our Commercial Massachusetts, Rhode Island, and Maine members (with the exception of behavioral health services) **will be reimbursed at 80% of the in-person rate.**

- No changes will be made to the processing of telehealth services provided by behavioral health providers to all Commercial members in Massachusetts, Rhode Island, Maine, and New Hampshire; these services will continue to pay at 100% of the in-person rate.
- In addition, medical services provided via telehealth to our Commercial New Hampshire members will also continue to pay at 100% of the in-person rate.

Single Newsletter for Improved Provider Experience

We're pleased to announce that we'll be launching a combined Point32Health provider newsletter — **Insights and Updates for Providers** — next month to replace the existing Harvard Pilgrim Health Care Network Matters and Tufts Health Plan Provider Update.

- With its launch, Insights and Updates for Providers will offer providers and office staff a streamlined, more efficient experience — where you can get important news and updates in one handy place.
- As with our existing newsletters, Insights and Updates for Providers will be posted online each month and will be emailed to individuals who have registered for email distribution.

If you're on our email list today, there is nothing for you to do; you'll be receiving the new newsletter by email. If you aren't currently on the email distribution list, [subscribe today](#).

Harvard Pilgrim Health Care

COVID-19 Information and Resources

harvardpilgrim.org/provider/news-center/covid-19-information-and-resources/

Visit the [COVID-19 Information and Resources](#) page to access valuable information on Harvard Pilgrim Health Care's adapted policies and business operations, aimed at supporting our providers through the COVID-19 public health emergency.

The screenshot shows the Harvard Pilgrim HealthCare provider portal. At the top left is the logo and name 'Harvard Pilgrim HealthCare'. To its right is the text 'For Providers'. Further right are navigation links: 'PROVIDER MENU', 'PROVIDER DIRECTORY', and a 'PROVIDER LOGIN' button. Below the navigation is a 'NEWS CENTER' section with the main heading 'COVID-19 Information and Resources'. Under this heading is a 'Jump to' section with five buttons: 'COVID-19 Vaccines', 'COVID-19 Testing and Treatment', 'Telemedicine/Telehealth', 'Prior Authorization', and 'Additional information'. To the right of the 'Jump to' section is an 'Additional Resources' list with five items. Below the 'Jump to' section is a 'Latest Updates' section with four entries, each with a date and a brief description of a policy change. To the right of the 'Latest Updates' section is a 'Key Contacts' list with five items, including phone numbers and email addresses.

Harvard Pilgrim HealthCare For Providers PROVIDER MENU PROVIDER DIRECTORY PROVIDER LOGIN

NEWS CENTER

COVID-19 Information and Resources

Jump to

- [COVID-19 Vaccines](#)
- [COVID-19 Testing and Treatment](#)
- [Telemedicine/Telehealth](#)
- [Prior Authorization](#)
- [Additional information](#)

Additional Resources

- COVID-19 Testing, Treatment and Vaccine Coding Grid
- Interim Telemedicine and Telehealth Payment Policy
- COVID-19 Antibody Test Medical Policy
- Harvard Pilgrim Aid for Employers, Members & Providers
- COVID-19 Information for Members
- COVID-19 Vaccine Confidence Toolkit

Key Contacts

- Provider Service Center (commercial): 800-708-4414
- provider_callcenter@point32health.org
- Medicare Advantage Service Center: 888-609-0692
- Care Management: 888-888-4742, ext. 31035
- eBusiness Services: 800-708-4414 (option 1, then 6)
- provider_ebusiness_services@point32health.org

Latest Updates

12.30.22: Removed reference to StrideSM (HMO)/(HMO-POS) Medicare Advantage coverage of free OTC at-home COVID-19 tests, which ends after Dec. 31, 2022.

9.16.22: Removed previously end dated policies including the Temporary COVID-19 Telehealth/Telemedicine Policy; Medicare Advantage Reimbursement; added clarifying information regarding Bivalent boosters

7.1.22: Removed previously end dated policies related to prior authorization and concurrent review; streamlined existing COVID-19 Treatment information; added information regarding Harvard Pilgrim's new Telehealth/Telemedicine Payment Policy, effective for dates of service on or after September 1, 2022

05.09.22: Additional coverage updates made to over-the-counter COVID-19 testing for Medicare Advantage members

Subscribe to *Network Matters*

harvardpilgrim.org/provider/news-center/network-matters/

The screenshot shows the 'For Providers' section of the Harvard Pilgrim Health Care website. At the top left is the Harvard Pilgrim Health Care logo. To its right is the text 'For Providers'. Further right are navigation links: 'PROVIDER MENU', 'PROVIDER DIRECTORY', and a 'PROVIDER LOGIN' button. The main heading is 'Network Matters'. Below this, there are four content blocks. The first block is titled 'Single Newsletter for Improved Provider Experience' and describes a new combined newsletter. The second block is 'Register for a Webinar on Latest Integration Updates' and offers a webinar registration. The third block is 'Subscribe to Network Matters for email delivery' with a red 'SUBSCRIBE' button. The fourth block is 'Reminder: Requesting Prior Authorization for Medical Benefit Drugs'. To the right of the main content, there is a '+ Network Matters Archives' section with a link to 'Network Matters Issues (PDF versions)'. The bottom right corner of the page features the text 'a Point32Health company'.

Quickly access current news articles.

Single Newsletter for Improved Provider Experience

Point32Health, the parent company of Harvard Pilgrim Health Care and Tufts Health Plan, is launching one combined Point32Health provider newsletter to replace the two legacy organizations' existing newsletters. Be on the lookout Feb. 1 for the new combined newsletter, called Insights and Updates for Providers.

[Read more >>](#)

Register for a Webinar on Latest Integration Updates

Stay updated on the progress we have made in combining Harvard Pilgrim Health Care and Tufts Health Plan under the parent organization, Point32Health, and what's ahead in 2023 – and register for one of our upcoming informational webinar sessions!

[Read more >>](#)

Subscribe to Network Matters for email delivery

[SUBSCRIBE](#)

Click [SUBSCRIBE](#) to register to receive *Network Matters* by email.

[+ Network Matters Archives](#)

[Network Matters Issues \(PDF versions\)](#)

View past issues of *Network Matters*.

Reminder: Requesting Prior Authorization for Medical Benefit Drugs

As a reminder, beginning Jan. 1, 2023, Point32Health, the parent company of Harvard Pilgrim Health Care and Tufts Health Plan, will manage the intake and review of pharmacy and medical drug prior authorization requests.

[Read more >>](#)

PromptPA Now Available

We encourage you to use our new online tool, PromptPA – a quick and easy method for submitting prior authorization requests for both pharmacy benefit and medical benefit drugs.

[Read more >>](#)

Provider Website

harvardpilgrim.org/provider

Our public Provider website features:

- Clean, easy-to-navigate design
- Filtering and search functionality
- Intuitive navigability
- Centralized information:
 - Payment Policies
 - Medical Policies
 - Provider Manual
 - *Network Matters*

Harvard Pilgrim HealthCare For Providers

PROVIDER MENU PROVIDER DIRECTORY PROVIDER LOGIN

HPHConnect:
Easy real-time access to the information and tools you need.
LOG IN OR REGISTER

Commitment to an Exceptional Provider Experience
We value our relationship with providers and strive to make working with us as simple as possible. On these pages, you'll find a host of resources to support you and your practice – so you can worry less about administrative matters and focus more on patient care.

Prior Authorization > Medicare Advantage >
Billing and Reimbursement > Pharmacy >

Provider Manual Forms Caring for Your Patient Resource Center Network Management & Quality News Center

Network Matters September 2022 [Read full issue >>](#)

Highlights

COVID-19 Vaccines and Boosters
We want to work with you to ensure patients are up to date with their COVID-19 vaccines and boosters. To that end, the states in which we do business, as well as the CDC, have

Transforming Kidney Health Management
We're pleased to announce that Point32Health is collaborating with Monogram Health for in-home chronic

Help Us Keep Directory Information Up to Date
Health plans like Harvard Pilgrim are required to maintain and update data in provider directories – and we rely on providers to

HPHConnect

Our secure provider portal is your primary tool to manage your Harvard Pilgrim Health Care patients.

Enhanced Features:

- Quick access to the transactions you use the most
- Centralized resources
- Smooth search capabilities and time saving templates
- Increased usability
- Easy access to information
- PCP changes

Visit harvardpilgrim.org/provider to:

- Access HPHConnect
- Register for an account
- Access user guides and resources

The screenshot shows the HPHConnect provider portal interface. At the top, there is a navigation menu with the following items: HOME, PATIENT MANAGEMENT (with a dropdown arrow), OFFICE MANAGEMENT (with a dropdown arrow), ADMINISTRATION (with a dropdown arrow), and REFERENCES (with a dropdown arrow). Below the navigation menu, the main content area is titled "Welcome back, Helen!".

The main content area is divided into several sections:

- Tell Us What You Think!**: A section with a sub-header "Tell Us What You Think!". The text reads: "We recently updated this page with a new design and would like to hear how we did. Complete our brief survey and be entered into a drawing for a \$25 gift card!". Below the text is a red button labeled "TAKE THE SURVEY".
- Network Matters**: A section with a sub-header "Network Matters". The text reads: "Receive our monthly newsletter by email to stay informed about updates to clinical and payment policies, claims and billing procedures, product news, and much more.". Below the text is a red button labeled "SUBSCRIBE". To the right of this section is a photograph of a man and a young boy smiling.
- Member Eligibility**: A section with a sub-header "Member Eligibility". The text reads: "Verifying eligibility is essential to determine coverage. Conduct a search by member name or ID number to find information on member's PCP, eligibility for certain dates of service, benefits, copayments, and coinsurance.". Below the text is a red button labeled "SEARCH".
- Submit Referrals & Authorizations or Verify Status**: A section with a sub-header "Submit Referrals & Authorizations or Verify Status". It contains a form with a "Create a request" dropdown menu (set to "Select"), an "OR" separator, and a "Search Status for" section with two dropdown menus (set to "Patient" and "Last Name"). Below these is a "Last Name" input field and a red button labeled "SEARCH". At the bottom of this section is a link for "Additional Search Options".
- Submit or Check Claims**: A section with a sub-header "Submit or Check Claims". It contains a "Submit Professional Claim" section with a "Member ID" input field and a red button labeled "SEARCH". Below this is an "OR" separator and a "Check Status" section with a "Claim ID" input field and a red button labeled "SEARCH". At the bottom of this section is a link for "Additional Search Options".

Access HPHConnect Regularly to Keep Your Account Active

To ensure that your account remains active and that you can continue to access [HPHConnect's](#) convenient electronic tools and transactions, we recommend logging in regularly.

Harvard Pilgrim HealthCare | For Providers

PROVIDER MENU | PROVIDER DIRECTORY | **PROVIDER LOGIN**

Commitment to an Exceptional Provider Experience

We value our relationship with providers and strive to make working with us as simple as possible. On these pages, you'll find a host of resources to support you and your practice – so you can worry less about administrative matters and focus more on patient care.

Prior Authorization > | **Medicare Advantage** >

Billing and Reimbursement > | **Pharmacy** >

HPHConnect:
Easy real-time access to the information and tools you need.

LOG IN OR REGISTER

Accounts that have not been logged into for over 180 days are routinely frozen, requiring the user to contact [Harvard Pilgrim Health Care's eBusiness team](#) to unlock the account.

PromptPA Now Available

We encourage you to use our new online tool, PromptPA— a quick and easy method for submitting prior authorization requests for both pharmacy benefit and medical benefit drugs.

PromptPA can be accessed through [our Provider Portal](#) or directly at <https://point32health.promptpa.com/>. Online submission enables you to view drug-specific criteria, attach clinical information, check the status of your request, and receive a response more quickly.

We also encourage the use of electronic prior authorization (ePA) through EMR, CoverMyMeds, or Surescripts. Alternatively, you can fax prior authorization requests using our updated request forms (found in the [Resource Center](#)) to:

- 1-617-673-0988 (Commercial)
- 1-617-673-0956 (Stride)

Provider Appeals Overview

If a provider disagrees with Harvard Pilgrim Health Care's decision regarding the denial or reimbursement of a claim, the provider has the option to file an appeal for reconsideration.

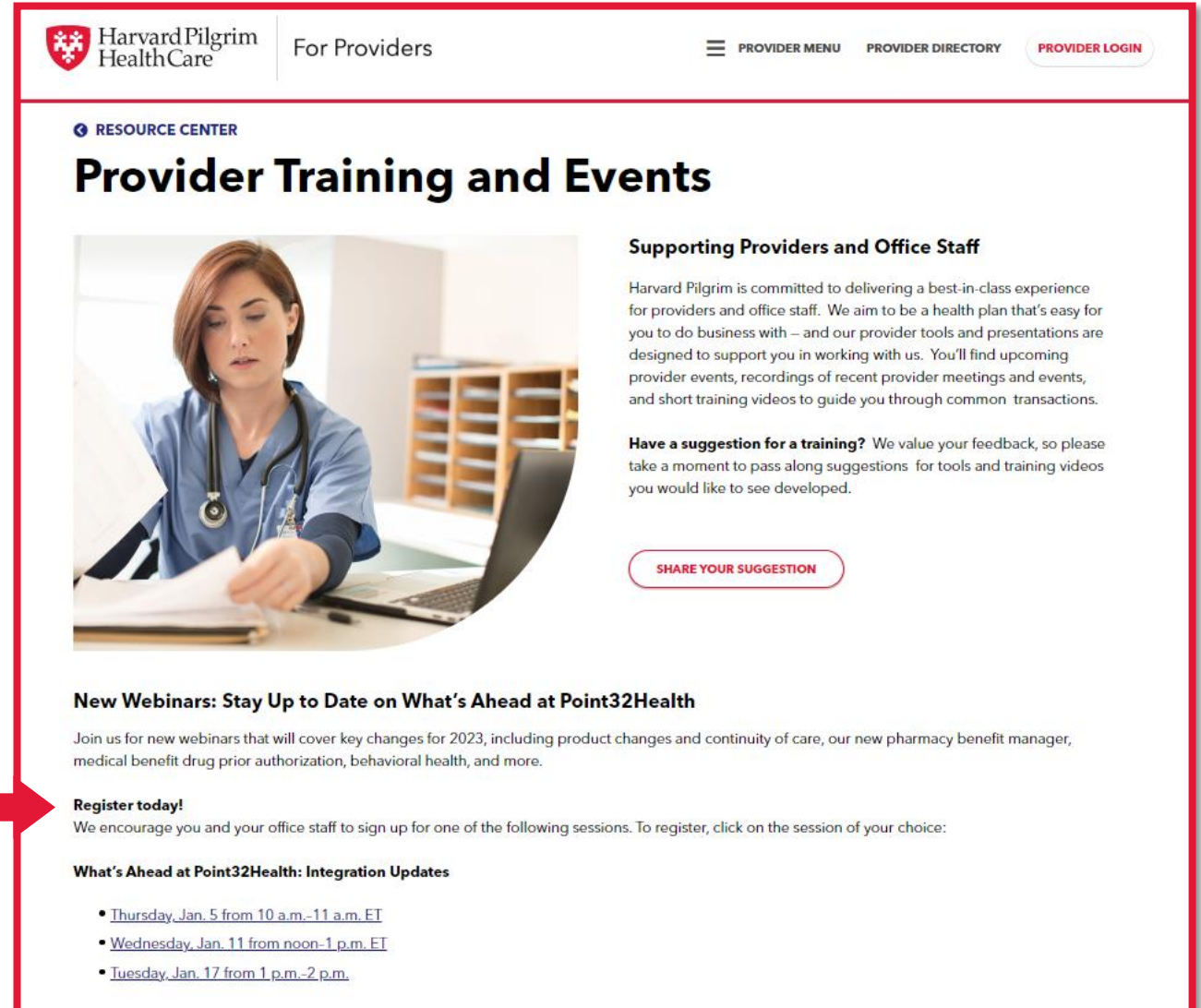
Please view the appeals section of the [Provider Manual](#) for the following Provider Appeal Policies:

- [Filing Limit Appeals](#)
- [Referral Denial Appeals](#)
- [Duplicate Denial Appeals](#)
- [Notification or Prior Authorization Appeals](#)
- [Contract Rate, Payment Policy, or Clinical Policy Appeals](#)
- [Request for Additional Information Appeals](#)

Provider Training and Events

harvardpilgrim.org/provider/resource-center/provider-trainings-and-events/

- Register for upcoming webinars and events.
- View recordings of recent meetings and events in case you missed them.
- Access a collection of short training videos for common transactions.




Harvard Pilgrim HealthCare For Providers

PROVIDER MENU PROVIDER DIRECTORY PROVIDER LOGIN

RESOURCE CENTER

Provider Training and Events



Supporting Providers and Office Staff

Harvard Pilgrim is committed to delivering a best-in-class experience for providers and office staff. We aim to be a health plan that's easy for you to do business with – and our provider tools and presentations are designed to support you in working with us. You'll find upcoming provider events, recordings of recent provider meetings and events, and short training videos to guide you through common transactions.

Have a suggestion for a training? We value your feedback, so please take a moment to pass along suggestions for tools and training videos you would like to see developed.

[SHARE YOUR SUGGESTION](#)

New Webinars: Stay Up to Date on What's Ahead at Point32Health

Join us for new webinars that will cover key changes for 2023, including product changes and continuity of care, our new pharmacy benefit manager, medical benefit drug prior authorization, behavioral health, and more.

Register today!
We encourage you and your office staff to sign up for one of the following sessions. To register, click on the session of your choice:

What's Ahead at Point32Health: Integration Updates

- [Thursday, Jan. 5 from 10 a.m.-11 a.m. ET](#)
- [Wednesday, Jan. 11 from noon-1 p.m. ET](#)
- [Tuesday, Jan. 17 from 1 p.m.-2 p.m.](#)

Provider Contact Information

Harvard Pilgrim Health Care Provider Website: harvardpilgrim.org/provider

Provider Service Center

- Phone: 800.708.4414
- Email: provider_callcenter@point32health.org*

Medicare Advantage Provider Service Center

- Phone: 888.609.0692

Behavioral Health Access Center

- Phone: 888.777.4742

E-Services/HPHConnect Service Center

- Phone: 800.708.4414 (Option 1; then 6)
- Email: Provider_eBusiness_Services@point32health.org*

E-Services/EDI-Direct

- Phone: 800.708.4414 (Option 1; then 3)
- Email: EDI_Team@point32health.org*

* Please note our new email addresses.

Tufts Health Plan

Coronavirus (COVID-19) Updates for Providers

<https://tuftshealthplan.com/covid-19/provider/coronavirus-updates-for-providers>

The Coronavirus (COVID-19) Updates for Providers page contains the most up-to-date information about Tufts Health Plan's policies and coverage pertaining to COVID-19.

Please visit the page regularly.



Behavioral Health Referral and Authorization Updates

-Tufts Medicare Preferred HMO, Tufts Health Plan SCO

Tufts Health Plan would like to remind our provider network that for Tufts Medicare Preferred HMO and Senior Care Options, we've updated referral and authorization requirements related to the following behavioral health (BH) services: Repetitive Transcranial Magnetic Stimulation, Psychological/Neuropsychological Testing and Assessment, BH Outpatient Psychotherapy, and Intensive Outpatient Programs.

We previously announced these changes in the November 2022 issue of the provider newsletter. The requirements that now apply to these services and products are outlined below:

- Repetitive Transcranial Magnetic Stimulation
- Psychological and Neuropsychological Testing and Assessment
- BH Outpatient Psychotherapy and Intensive Outpatient Programs

For more information, please refer to the following prior authorization and notification lists:

- [**Tufts Medicare Preferred \(HMO and PPO\) Prior Authorization and Inpatient Notification List**](#)
- [**Tufts Health Plan Senior Care Options \(SCO\) Prior Authorization List**](#)
- [**Tufts Health Plan Senior Care Options Notification List**](#)

PromptPA Now Available

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PromptPA can be accessed through [our Provider Portal](#) or directly at <https://point32health.promptpa.com/>. Online submission enables you to view drug-specific criteria, attach clinical information, check the status of your request, and receive a response more quickly.

We also encourage the use of electronic prior authorization (ePA) through EMR, CoverMyMeds, or Surescripts. Alternatively, you can fax prior authorization requests using our updated request forms (found in the [Resource Center](#)) to:

- 1-617-673-0988 (Commercial, Tufts Health Direct, Tufts Health Together, Tufts Health RITogether)
- 1-617-673-0956 (Tufts Medicare Preferred, Senior Care Options, Tufts Health Unify)

Reminder: Telehealth/Telemedicine Payment Policy

- The [Telehealth/Telemedicine Payment Policy](#) applies to Tufts Health Plan contracting providers who render telehealth services effective for dates of service on and after **September 1, 2022**.

The screenshot shows the 'Resource Center' page with a navigation bar at the top containing 'Home', 'Resource Center', 'Pharmacy', 'Behavioral Health', 'Training', and 'Provider News'. The main content area is titled 'Resources for Providers' and 'Essential forms and documents in one place'. It includes a search bar with 'Telehealth' entered and a 'SEARCH' button. Below the search bar, it shows results for 'Commercial, Tufts Medicare Preferred HMO, Tufts Health Plan Senior Care Options, Tufts Health Public Plans, **Payment Policies: View All (2)**'. Under the 'View All:' section, two policies are listed: 'Telehealth/Telemedicine Payment Policy' (Effective - September 1, 2022 All Products) and 'Temporary COVID-19 Telehealth/Telemedicine Payment Policy' (Effective through Aug. 31, 2022 All Products). A red arrow points to the first policy link. On the left side of the page, there are filter sections: 'Filter By Product' (with 8 checked items), 'Filter By Category' (with 'View All' unchecked), 'Provider Manuals' (with 'View All' unchecked), 'Guidelines' (with 6 unchecked items), and 'Payment Policies' (with 'View All' checked).

Reminder: Email Box for Provider Appeals

- Tufts Medicare Preferred HMO, Tufts Health Plan SCO

As part of our ongoing efforts to improve efficiency and enhance provider experience, an email box has been established for providers to submit their appeals for certain claim denials for **Senior Products**.

- Disputes for Senior Products claims that have denied for lack of prior authorization or notification and for compensation/reimbursement appeals may be submitted by email. Providers may email the [Request for Claim Review Form](#), a copy of the EOP and appropriate documentation to SP_Provider_Appeals@point32health.org.
- For all other disputes, providers should continue to mail to the appropriate address listed on the [Request for Claim Review Form and Mailing Information](#) page.
- View to the [Claims Requirements, Coordination of Benefits and Payment Disputes](#) chapter of the [Senior Products Provider Manual](#) and the [Provider Payment Dispute Policy](#) for additional information.

Reminder: Model of Care Training

- Tufts Health Plan SCO

Tufts Health Plan Senior Care Options (SCO) PCPs and high-volume specialists are required by the Commonwealth of Massachusetts and CMS to complete the Annual SCO Model of Care Training by Jan. 30, 2023.

- This [training](#), which is available on Tufts Health Plan's public Provider website, provides updates on Tufts Health Plan SCO's Care Management Program, care coordination policies and procedures and the role PCPs and specialists play within them.
- At the end of the training, you will be asked to attest that you have reviewed the information to document your participation.

Provider Payment Dispute Overview

Providers have the right to file a payment dispute if he or she disagrees with the denial or compensation of a claim. Providers may submit disputes and corrected claims online through the [secure Provider portal](#) or by using the [Request for Claim Review Form](#).

- Commercial: [Provider Payment Dispute Policy](#)
- Tufts Health Public Plans: [Provider Payment Dispute Policy](#)
- Tufts Medicare Preferred HMO and Tufts Health Plan Senior Care Options: [Provider Payment Dispute Policy](#)

Register to Receive *Provider Update* by Email

The registration form can be accessed on the [Provider News](#) section of the website. Click "[Register Now](#)" to complete and submit the short online form.

The screenshot displays the 'Provider News' section of a website. The navigation bar at the top includes 'Home', 'Resource Center', 'Pharmacy', 'Behavioral Health', 'Training', and 'Provider News'. The main content area features a sidebar with filters for 'Filter By Year' (2023, 2022, 2021), 'Filter By Product' (Commercial, Tufts Medicare Preferred HMO, Tufts Health Plan Senior Care Options, Tufts Health Public Plans), and 'Filter By Category' (60-Day Notifications, Reminders, Quality, Behavioral Health). The main heading is 'Provider News' with a sub-heading 'Current issue: January 1, 2023 Provider Update'. A dark blue banner contains the text 'Register for Provider Update' and 'Tufts Health Plan distributes its Provider Update newsletter by email. In order to receive Provider Update, you must complete the online registration form.' A red arrow points to a 'Register Now' button, which is highlighted with a red box. Below the banner is a search bar with the text 'Search News' and a 'SEARCH' button. At the bottom, it says 'Showing all news (706)' and 'Sort by date: Newest to Oldest'.

Note: Email addresses are only used for required notifications and other pertinent business communications. It will not change or grant login credentials to the secure Provider portal.

Office Managers Meetings

tuftshealthplan.com/provider/training/office-managers-meetings

Office Managers Meetings

Office Managers Meetings by livestream are designed to assist providers and office staff in doing business with Tufts Health Plan. These interactive sessions offer opportunities for questions and are customized to fit each audience. Office Managers Meetings occur several times a year.

Registration required

Because space is limited, please register in advance by clicking the appropriate link below.

Office Managers Meeting

Wednesday,
March 22, 2023

Behavioral Health Office Managers Meeting

Tuesday, March
28, 2023

Interactive session designed to assist Behavioral Health office managers, office staff, and providers in doing business with Tufts Health Plan, including administrative updates, and an opportunity to ask questions about operational topics important to your practice.

Office Managers Meeting

Thursday, June
8, 2023

Behavioral Health Office Managers Meeting

Thursday, June
15, 2023

Interactive session designed to assist Behavioral Health office managers, office staff, and providers in doing business with Tufts Health Plan, including administrative updates, and an opportunity to ask questions about operational topics important to your practice.

Questions or Feedback?

Call 888.306.6307
option #7

Email Us

Webinars

tuftshealthplan.com/provider/training/webinars

The screenshot shows the navigation menu of the Tufts Health Plan provider training website. The 'Training' tab is highlighted with a red box. Below the navigation, the 'Webinars' sub-tab is selected. The main content area displays a list of upcoming webinars with red arrows pointing to specific items.

Topic	Date and Time
Referral, Prior Authorization and Notification Overview	Tuesday, Jan. 10, 2023 10 a.m.-11 a.m.
Pharmacy Overview	Wednesday, Jan. 18 11 a.m.-noon
Maintaining Accurate Provider Directory Information	Thursday, Jan. 26 noon-1 p.m.
Navigating the Provider Website	Thursday, Feb. 2 1 p.m.-2 p.m.
Provider Payment Dispute Overview	Wednesday, Feb. 8 10 a.m.-11 a.m.
Tufts Health Public Plans Overview	Tuesday, Feb. 14 11 a.m.-12 p.m.
Tufts Medicare Preferred Overview	Thursday, Feb. 23 1 p.m.-2 p.m.
Identifying Member Cost Share	Tuesday, March 7 10 a.m.-11 a.m.

Provider Contact Information

Tufts Health Plan Provider Website: tuftshealthplan.com/provider

Provider Services:

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

Commercial and Senior Products Behavioral Health Department: 800-208-9565

Technical Inquiries: Tufts_Health_Plan_Provider_Technical_Support@point32health.org*

Provider Education: Provider_Education@point32health.org*

*Please note our new email address