

# **Behavioral Health Services for Children and Adolescents (BHCA) Webinar**

**November 6, 2020**

# Coronavirus (COVID-19) 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.
- Visit the page regularly to obtain information about policy and coverage updates pertaining to COVID-19. As the situation continues to develop, updates are frequently being posted to the page on the public Provider website at:  
[tuftshealthplan.com/provider/provider-information/coronavirus-updates-for-providers](https://tuftshealthplan.com/provider/provider-information/coronavirus-updates-for-providers)

# Required Coverage for Benefits -Children and Adolescents

The Division of Insurance (DOI) and Department of Mental Health (DMH) jointly issued a bulletin to health plans in 2018.

Required coverage for benefits:

- Related to children and adolescents up to age 19 with behavioral health disorders
  - Substantially interfere with their functioning and social interactions
  - Substantially limit their functioning and social interactions

Additional information available on the DOI and DMH bulletin:

[Access to Services to Treat Child-Adolescent Mental Health Disorders](#)

# Required Coverage for Benefits Children and Adolescents – Phase 1

Effective **July 1, 2019**, Commercial health insurance carriers are required to provide coverage for additional **intermediate care** and **outpatient services** when medically necessary to treat child-adolescent behavioral health disorders.

Services included in Phase 1:

- In-home therapy (IHT)
- In-home behavioral services (IHBS)
- Mobile crisis intervention (MCI)
- Intensive care coordination (ICC)
- Intensive community-based acute treatment (ICBAT)
- Community-based acute treatment (CBAT)

Applies to all Massachusetts fully-insured Commercial products and Tufts Health Direct

Note: Self-insured groups that renewed on or after July 1, 2019 **may have elected this benefit** upon renewal.

# Required Coverage for Benefits Children and Adolescents – Phase 2

Effective **January 1, 2021**, Commercial health insurance carriers are required to provide coverage for additional **intermediate care** and **outpatient services** when medically necessary to treat child-adolescent behavioral health disorders.

Services included in Phase 2:

- Family Support and Training (FS&T)
- Therapeutic Mentoring (TM)

Commercial members, including Tufts Health Direct, are covered for BHCA services up to the age of 19.\*

Applicable for all Massachusetts fully-insured Commercial products and Tufts Health Direct.

Note: Self-insured groups that renew on or after January 1, 2021 **may elect this benefit** upon renewal.

\*Please note that this differs from the MassHealth CBHI benefit that covers members up to the age of 21, including Tufts Health Together members.

## Who to Contact with Eligibility Questions

Phase 2 required benefits apply to the following groups or members that **renew on or after January 1, 2021**:

- All Massachusetts fully-insured Commercial products
- Tufts Health Direct
- Self-insured groups **may elect benefit** upon renewal beginning on or after January 1, 2021

To determine **eligibility** for these benefits, contact:

Commercial and Senior Products Behavioral Health  
Department: **800.208.9565**

or

Tufts Health Public Plans Provider Services (MA):  
**888.257.1985**

# Family Support and Training

**Service description/definition:** Service provided to the parent/caregiver of a youth (under the age of 19), in any setting where the youth resides, such as the home (including foster homes and therapeutic foster homes), and other community settings.

**Allowable staff/supervision:** Delivered by strength-based, culturally and linguistically appropriate qualified paraprofessionals under the supervision of a licensed clinician.

**Procedure Coder:** H0038 Self-help/peer services, per 15 minutes (no modifier)

**Service Unit:** Per 15 minutes

**Unit Duration** (ex. 15-minute): 15 minutes

**Unit Limits** (ex. 1 unit per day): Maximum of 32 units per day

**Medical Necessity Guidelines:** <https://tuftshealthplan.com/documents/providers/guidelines/medical-necessity-guidelines/fs-t>

**Cost sharing:** For Tufts Health Plan Commercial products, services map to the Intermediate Level of Care cost share which can vary based on the member's plan design. Tufts Health Direct is covered in full.

**Authorization Procedures:** No prior authorization is required

**Contracting contact:** [AHCBehavioralHealth@tufts-health.com](mailto:AHCBehavioralHealth@tufts-health.com)

**Process for billing for TM or FP without CHW certification:**  
Services should be billed under the supervising licensed clinician.

# Therapeutic Mentoring

**Service description/definition:** Provides structured, one-to-one, strength-based support services to youth (under the age of 19) for the purpose of addressing daily living, social and communication needs.

**Allowable staff/supervision:** Services are provided by a qualified paraprofessional under the supervision of a licensed clinician.

**Procedure Code & Modifier:** T1027 with EP modifier. Family training and counseling for child development, per 15 minutes

**Service Unit:** Per 15 minutes

**Unit Duration** (ex. 15-minute): 15 minutes

**Unit Limits** (ex. 1 unit per day) - Maximum of 32 units per day

**Medical Necessity Guidelines:**

<https://tuftshealthplan.com/documents/providers/guidelines/medical-necessity-guidelines/tm>

**Cost sharing:** For Tufts Health Plan Commercial products, services map to the Intermediate Level of Care cost share which can vary based on the member's plan design. Tufts Health Direct is covered in full.

**Authorization Procedures:** No prior authorization is required.

**Contracting contact** - [AHCBehavioralHealth@tufts-health.com](mailto:AHCBehavioralHealth@tufts-health.com)

**Process for billing for TM or FP without CHW certification:**  
Services should be billed under the supervising licensed clinician.



# Medical Necessity Guidelines

- **Commercial products and Tufts Health Direct** use the same MassHealth-based criteria as Tufts Health Together.
- **Medical Necessity Guidelines and Payment Policies** available on the public Provider website indicate Prior Authorization requirements (same requirements as Tufts Health Together)

# Authorization and Concurrent Review

## -Commercial and Tufts Health Direct

### For **FS&T** and **TM**:

- No prior authorization is required
- Providers should submit claims

Clinical Hub providers are responsible for coordinating behavioral health services for children and adolescents and collaborating with other service providers, including FS&T and TM providers.

Clinical Hub services in order of intensity are:

- Intensive care coordination (ICC)
- In-home therapy (IHT)
- Outpatient therapy

When more than one Clinical Hub service provider is involved with a family, care coordination is provided by the most intensive service.

### **\*To determine the Assigned Reviewer, contact:**

Commercial and Senior Products Behavioral Health Department:

**800.208.9565**

or

Tufts Health Public Plans Provider Services (MA): **888.257.1985**





# Online Tools for Providers

[tuftshealthplan.com/provider](https://tuftshealthplan.com/provider)

# Recommended Browsers

- Tufts Health Plan recommends using the latest versions of one of the following Internet browsers for the public website and secure Provider portal:

- Mozilla Firefox



- Google Chrome



**Note:** Internet Explorer is not optimal for working on the public website and secure Provider portal.

# Navigating Tufts Health Plan's Website

- [tuftshealthplan.com/provider](https://tuftshealthplan.com/provider)

Two distinct sections:

## ■ **Public Provider Website**

- Medical necessity guidelines
- Payment policies
- Pharmacy programs
- Provider manuals
- Training and education

## ■ **Secure Provider Portal (registration required)**

Tufts Health Provider Connect (Tufts Health RITogether Public Plans only)

➔ Tufts Health Plan Provider Portal (Commercial, Senior and Tufts Health Public Plans MA Products)

- Eligibility and benefits
- Claims status inquiry
- Referral inquiry and submission
- Inpatient notification and prior authorization request submission
- Online claim adjustment (Commercial and Senior Products only)

# Welcome Providers

[tuftshealthplan.com/provider](https://tuftshealthplan.com/provider)

**TUFTS**  
Health Plan

About Us Contact Us **Login** Find a Doctor or Hospital

## Welcome Providers

**Click on the Behavioral Health tile to access payment policies, forms, guidelines, manuals and more.**

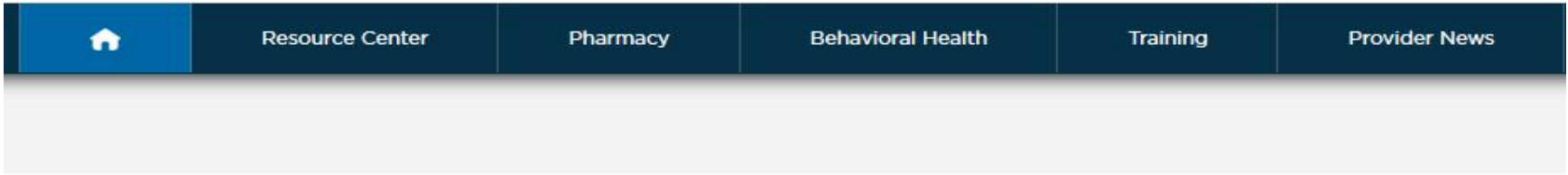
**Provider Quicklinks**

- 📄 **Coronavirus Updates for Providers**
- 📄 **Tufts Health Plan and Harvard Pilgrim Health Care Announcement**  
See our news release
- 📄 **Registration Instructions for the secure Provider portals**  
All products

Resource Center Pharmacy **Behavioral Health** Training Provider News

**Scroll down the page to access additional tools and resources.**

From the welcome page, scroll down to find more resources...



## MORE RESOURCES TO WORK BETTER TOGETHER



Need information about **our plans**, authorization requirements, and what's covered under each plan?



This **Products Overview and Member ID Card Guide** can assist in determining cost-share amounts and more.



Tufts Health Plan's **clinical practice guidelines** help ensure quality preventive care and care management.



**Payment policies and provider manuals** assist you with submitting claims and doing business with Tufts Health Plan.


**Our Plans**




**ID Card Guide**

**Clinical Practice Guidelines**

**Payment Policies and Provider Manuals**

# Behavioral Health Information - Commercial



Overview Commercial Plans  Senior Products  Tufts Health Public Plans 

Provider / Behavioral Health / Commercial Plans: Overview


## Behavioral Health Overview Commercial

### Benefits


Providers should confirm member benefits prior to rendering services. Members are covered as described in their benefit document. Providers can obtain specific benefit information by:

- **Logging in** to the secure Provider website
- Using the interactive voice response (IVR) system by calling 800.208.9565
- Speaking to a Behavioral Health Coordinator at 800.208.9565. The Behavioral Health Department is open Monday, Tuesday, Wednesday and Friday 8:30 a.m.-5 p.m. and Thursday 9 a.m.-5 p.m.


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Outpatient care 

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Inpatient and immediate care 

Click on the chevrons to view detailed information.



**Behavioral Health  
Frequently Asked  
Questions**

[View FAQs](#)

**Substance Use  
Disorder Survey**

Looking for referrals for substance use disorder?



# Behavioral Health Program Information - Commercial

Overview **Commercial Plans** ▼ Medicare ▼ Tufts Health Public Plans ▼

Provider / Behavioral Health / Commercial Plans: Program Information

## Program Information Commercial

- Behavioral Health Authorization Requirements ▼
- Behavioral Health Services for Children and Adolescents ▼
- Outpatient Treatment Notifications ▼
- Psychological and Neuropsychological Testing ▼
- Inpatient Behavioral Health and Substance Use Disorders ▼
- Autism/Applied Behavioral Analysis (ABA) ▼
- Tools and Resources ▼

### Substance Use Disorder Survey

Looking for referrals for substance use disorder?

[Take the Survey](#)

# Behavioral Health Overview - Tufts Health Public Plans

Overview Commercial Plans ▼ Medicare ▼ Tufts Health Public Plans ▼

## Behavioral Health Overview

### Tufts Health Public Plans

We are committed to supporting care for patients with behavioral health needs. The Behavioral Health Care Management Team coordinates the delivery and utilization of behavioral health services for Tufts Health Plan members. We believe that optimal care results from a partnership among members, providers and the care management team.

### About our behavioral health services

- Behavioral health services offer varying levels of care management to members based on need, intensity of utilization and/or coexisting medical conditions.
- Care managers offer 24/7 toll-free clinical access, triage, service authorization and utilization review at **888.257.1985**. They also work closely with medical/social care managers and PCPs to provide a coordinated care approach.
- Tufts Health Plan offers intensive clinical management to members at the highest risk for recurrent hospitalizations. These members are given the opportunity to participate in the development of an individualized crisis prevention plan.

Behavioral Health Information

- Massachusetts Services and Benefits**  
Behavioral health benefits and services specific to the state of Massachusetts
- Rhode Island Services and Benefits**  
Behavioral health benefits and services specific to the state of Rhode Island

# Behavioral Health in Massachusetts - Tufts Health Public Plans

Home Resource Center Pharmacy **Behavioral Health** Training Provider News

Overview Commercial Plans ▼ Medicare ▼ **Tufts Health Public Plans ▼**

## Behavioral Health in Massachusetts Tufts Health Public Plans

### Covered services and benefits

Please refer to the following resources for additional information on covered behavioral health services, including prior authorization procedures:

- **Outpatient services**
- **Emergency services**
- **Diversionary services**
- **Inpatient services**

For more details, please refer to the [Tufts Health Public Plans Provider Manual](#).

### In-network

Prior authorization is not required for visits to in-network, outpatient behavioral health providers. Use the [Find a Doctor, Hospital, or Pharmacy](#) tool to verify if a provider is considered in-network.

### Children's Behavioral Health Initiative

A state-mandated program to enhance behavioral health care for MassHealth members under the age of 21

[Learn More](#)

19

The background features two stylized human figures in a light blue color. Each figure consists of a circular head and a thick, curved, rounded shape representing the torso and arms. The figures are positioned on the left side of the slide, with the text centered over them.

# Provider Resource Center

# Medical Necessity Guidelines

[Home](#) **Resource Center** [Pharmacy](#) [Behavioral Health](#) [Training](#) [Provider News](#)

**Filter By Product**

- Commercial
- Tufts Medicare Preferred HMO
- Tufts Health Plan Senior Care Options
- Tufts Health Public Plans
  - Tufts Health Direct
  - Tufts Health RITogether
  - Tufts Health Together
  - Tufts Health Unify

**Filter By Category**

- View All

**Provider Manuals**

- View All

**Guidelines**

- Online + Electronic Services
- Clinical Resources
- Behavioral Health
- Medical Necessity Guidelines
- Pharmacy Medical Necessity Guidelines

**Payment Policies**

- View All

**Provider Pharmacy**

- Preferred Drug Lists
- Pharmacy Medical Necessity

## Resources for Providers

### Essential forms and documents in one place

Find all the information you need to do business with us, including applications, forms, guidelines and administrative manuals.

Refer to [Coronavirus Updates for Providers](#) for the most up-to-date information about Tufts Health Plan's policies and coverage pertaining to COVID-19.

**Need help? Click [here](#) for some quick search tips.**

[SEARCH](#)

Showing: Tufts Health Public Plans, **Behavioral Health:** View All (24)

## Behavioral Health

**View All:**

- Acupuncture Detoxification Level of Care**  
Behavioral Health Medical Necessity Guidelines
- Behavioral Health – Level of Care Request Form (Standard Form)**
- Behavioral Health – Outpatient Treatment Level of Care**  
Behavioral Health Medical Necessity Guidelines
- Behavioral Health – Outpatient Treatment Level of Care**  
Behavioral Health Medical Necessity Guidelines Effective: January 1, 2021 for Tufts Health Together, Tufts Health RITogether and Tufts Health Unify
- Behavioral Health (BH)/Primary Care Provider (PCP) Communication Form – Tufts Health RITogether**  
Tufts Health RITogether
- Behavioral Health Level of Care Determinations**  
Behavioral Health Medical Necessity Guidelines
- Combined MCE Behavioral Health Provider/Primary Care Provider Communication Form**

# Medical Necessity Guidelines

## ■ Family Support and Training (FS&T)

Provider / Resource Center / Resource Center

### Filter By Product

- Commercial
- Tufts Medicare Preferred HMO
- Tufts Health Plan Senior Care Options
- Tufts Health Public Plans
  - Tufts Health Direct
  - Tufts Health RITogether
  - Tufts Health Together
  - Tufts Health Unify

### Filter By Category

- View All

### Provider Manuals

- View All

### Guidelines

- Online + Electronic Services
- Clinical Resources
- Behavioral Health
- Medical Necessity Guidelines
- Pharmacy Medical Necessity Guidelines

### Payment Policies

- View All

## Resources for Providers

### Essential forms and documents in one place

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**Need help? Click [here](#) for some quick search tips.**

SEARCH

Showing: Commercial, **Tufts Health Public Plans:** Tufts Health Direct (4)

### Guidelines

- Uniformed Services Family Health Plan (USFHP)**
- Behavioral Health:**
  - Family Stabilization Treatment (FST) Criteria for Behavioral Health Services**  
Behavioral Health Medical Necessity Guidelines
- Medical Necessity Guidelines:**
  - Family Stabilization Treatment (FST) Criteria for Behavioral Health Services**  
Behavioral Health Medical Necessity Guidelines

**Family Support & Training: Massachusetts Products**  
Effective: January 1, 2021 for Commercial and Tufts Health Direct

# Medical Necessity Guidelines



## Medical Necessity Guidelines: Family Support & Training (FS&T): Massachusetts Products

Effective: January 1, 2021

<b>Prior Authorization Required</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If <b>REQUIRED</b> , submit supporting clinical documentation pertinent to service request.	

### Applies to:

#### COMMERCIAL Products

- Tufts Health Plan Commercial products; Fax: 617.972.9409
- Tufts Health Freedom Plan products; Fax: 617.972.9409
- CareLink<sup>SM</sup> – Refer to [CareLink Procedures, Services and Items Requiring Prior Authorization](#)

#### TUFTS HEALTH PUBLIC PLANS Products

- Tufts Health Direct – A Massachusetts Qualified Health Plan (QHP) (a commercial product); Fax: 888.415.9055
- Tufts Health Together – MassHealth MCO Plan and Accountable Care Partnership Plans; Fax: 888.415.9055
- Tufts Health RITogether – A Rhode Island Medicaid Plan; Fax: 857.304.6404
- Tufts Health Unify\* – OneCare Plan (a dual-eligible product); Fax: 857.304.6304

\*The MNG applies to Tufts Health Unify members unless a less restrictive LCD or NCD exists.

#### SENIOR Products

- Tufts Health Plan Senior Care Options (SCO) (a dual-eligible product) – Refer to the [Tufts Health Plan SCO Prior Authorization List](#)
- Tufts Medicare Preferred HMO (a Medicare Advantage product) – Refer to the [Tufts Medicare Preferred HMO Prior Authorization and Inpatient Notification List](#)

### OVERVIEW

Family support and training is a service provided to the parent/caregiver of a youth (under the age of 19), in any setting where the youth resides, such as the home (including foster homes and therapeutic foster homes), and other community settings. Family support and training provides a structured, one-to-one, strength-based relationship between a family support and training partner and a parent/caregiver. The purpose of this service is to resolve or ameliorate the youth's emotional and behavioral needs by improving the capacity of the parent/caregiver to parent the youth so as to improve the youth's functioning as identified in the outpatient or in-home therapy treatment plan or individual care plan (ICP) for youth enrolled in intensive care coordination (ICC), and to support the youth in the community or to assist the youth in returning to the community.



# Medical Necessity Guidelines

## ■ Therapeutic Mentoring (TM)

Home | **Resource Center** | Pharmacy | Behavioral Health | Training | Provider News

Provider / Resource Center / Resource Center

### Filter By Product

- Commercial
- Tufts Medicare Preferred HMO
- Tufts Health Plan Senior Care Options
- Tufts Health Public Plans
  - Tufts Health Direct
  - Tufts Health RITogether
  - Tufts Health Together
  - Tufts Health Unify

### Filter By Category

- View All

### Provider Manuals

- View All

### Guidelines

- Online + Electronic Services
- Clinical Resources
- Behavioral Health
- Medical Necessity Guidelines

## Resources for Providers

### Essential forms and documents in one place

Find all the information you need to do business with us, including applications, forms, guidelines and administrative manuals.

Refer to [Coronavirus Updates for Providers](#) for the most up-to-date information about Tufts Health Plan's policies and coverage pertaining to COVID-19.

**Need help? Click [here](#) for some quick search tips.**

**SEARCH**

Showing: Commercial, **Tufts Health Public Plans**: Tufts Health Direct (5)

## Guidelines

### Medical Necessity Guidelines:

- Therapeutic Lenses**  
Medical Necessity Guidelines
- Therapeutic Mentoring: Massachusetts Products**  
Effective: January 1, 2021 for Commercial and Tufts Health Direct



# Provider Manuals

- Commercial and Tufts Health Public Plans

The screenshot shows the 'Resource Center' page for providers. The 'Resource Center' tab is highlighted with a pink box and a pink arrow. The page title is 'Resources for Providers' and the subtitle is 'Essential forms and documents in one place'. The 'Filter By Product' section has a pink arrow pointing to it, with 'Commercial' and 'Tufts Health Public Plans' selected. The 'Filter By Category' section has 'View All' selected. The 'Provider Manuals' section has 'View All' selected. The 'Guidelines' section has 'Online + Electronic Services', 'Clinical Resources', and 'Behavioral Health' selected. A search bar is present with the text 'Showing: Commercial, Tufts Health Public Plans (1678)'. The 'View All:' section lists 'Commercial Provider Manual' and 'Tufts Health Public Plans Provider Manual', with a pink arrow pointing to the latter.

Provider / Resource Center / Resource Center

## Resources for Providers

### Essential forms and documents in one place

Find all the information you need to do business with us, including applications, forms, guidelines and administrative manuals.

Refer to [Coronavirus Updates for Providers](#) for the most up-to-date information about Tufts Health Plan's policies and coverage pertaining to COVID-19.

**Need help? Click [here](#) for some quick search tips.**

Search

Showing: Commercial, Tufts Health Public Plans (1678)

## Provider Manuals

**View All:**

- [Commercial Provider Manual](#)
- [Tufts Health Public Plans Provider Manual](#)

# Inpatient and Intermediate Behavioral Health/Substance Use Disorder Facility Payment Policy -Commercial Plans (Search Codes Here)

The screenshot shows a website's navigation bar with a 'Resource Center' tab highlighted. Below the navigation bar is a breadcrumb trail: 'Provider / Resource Center / Resource Center'. On the left side, there are three filter sections: 'Filter By Division' with 'Commercial' selected, 'Filter By Category' with 'View All' selected, and 'Provider Manuals' with 'View All' selected. The 'Guidelines' section lists several categories, none of which are selected. The main content area features the heading 'Resources for Providers' and the sub-heading 'Essential forms and documents in one place'. A search bar contains the text 'Inpatient' and a 'SEARCH' button. Below the search bar, it says 'Showing: Commercial, Behavioral Health: View All (2)'. The search results list 'Behavioral Health' and 'View All: Custodial Care: Limitation of Inpatient Behavioral Health Treatment Benefits Behavioral Health Medical Necessity Guidelines'. The first result is 'Inpatient and Intermediate Behavioral Health/Substance Use Disorder Facility Payment Policy Commercial', which is highlighted with a pink box.

Provider / Resource Center / Resource Center

**Filter By Division**

- Commercial
- Tufts Medicare Preferred HMO
- Tufts Health Plan Senior Care Options
- Tufts Health Public Plans
  - Tufts Health Direct
  - Tufts Health RITogether
  - Tufts Health Together
  - Tufts Health Unify

**Filter By Category**

- View All

**Provider Manuals**

- View All

**Guidelines**

- Online + Electronic Services
- Clinical Resources
- Behavioral Health
- Medical Necessity Guidelines
- Pharmacy Medical Necessity Guidelines

## Resources for Providers

### Essential forms and documents in one place

Find all the information you need to do business with us, including applications, forms, guidelines and administrative manuals.

**Need help? Click [here](#) for some quick search tips.**

**SEARCH**

Showing: Commercial, **Behavioral Health:** View All (2)

## Behavioral Health

**View All:**

- Custodial Care: Limitation of Inpatient Behavioral Health Treatment Benefits**  
Behavioral Health Medical Necessity Guidelines
- Inpatient and Intermediate Behavioral Health/Substance Use Disorder Facility Payment Policy**  
Commercial

# Payment Policies

Home Resource Center Pharmacy Behavioral Health Training Provider News

Outpatient Behavioral Health Filter Content by: **Provider** SEARCH

Match By:  Any Word or Synonyms  Exact Match

Your search for **Outpatient Behavioral Health** in **Provider Content** returned 40 results.

- RIT Behavioral Health Outpatient Authorization Request Process  
For Tufts Health RITogether
- Outpatient Behavioral Health** Outcome Tool Selection Form
- Behavioral Health Enhanced Outpatient Services (EOS)  
Behavioral Health Medical Necessity Guidelines
- Outpatient Behavioral Health** (Mental Health & Substance Use Disorder)  
Professional Payment Policy  
Tufts Health Public Plans
- Behavioral Health Outpatient Treatment Record Documentation Tool
- Outpatient Behavioral Health**/Substance Use Disorder Professional Payment Policy  
Tufts Medicare Preferred HMO, Tufts Health Plan Senior Care Options
- Outpatient Behavioral Health**/Substance Use Disorder Professional Payment Policy  
Commercial



# Outpatient Behavioral Health and Substance Use Disorder Professional Payment Policy



## Outpatient Behavioral Health and Substance Use Disorder Professional Payment Policy

Applies to the following Tufts Health Plan products:

- Tufts Health Plan Commercial (including Tufts Health Freedom Plan)<sup>1</sup>
- Tufts Medicare Preferred HMO (a Medicare Advantage product)<sup>2</sup>
- Tufts Health Plan Senior Care Options (SCO) (a dual-eligible product)<sup>2</sup>

The following payment policy applies to Tufts Health Plan contracting behavioral health and substance use disorder (BH/SUD) providers who render professional services in an outpatient office setting.

In addition to the specific information contained in this policy, providers must adhere to the information outlined in the [Professional Services and Facilities Payment Policy](#).

**Note:** Audit and disclaimer information is located at the end of this document.

### **POLICY**

Tufts Health Plan covers medically necessary behavioral health and substance use disorder (BH/SUD) services rendered in an outpatient office setting, in accordance with the member's benefits.

### **GENERAL BENEFIT INFORMATION**

Services and subsequent payment are pursuant to the member's benefit plan document. Member eligibility and benefit specifics should be verified prior to initiating services by logging on to the secure Provider [website](#) or by contacting [Commercial Provider Services](#).

### **State and Federal Mental Health Parity Law**

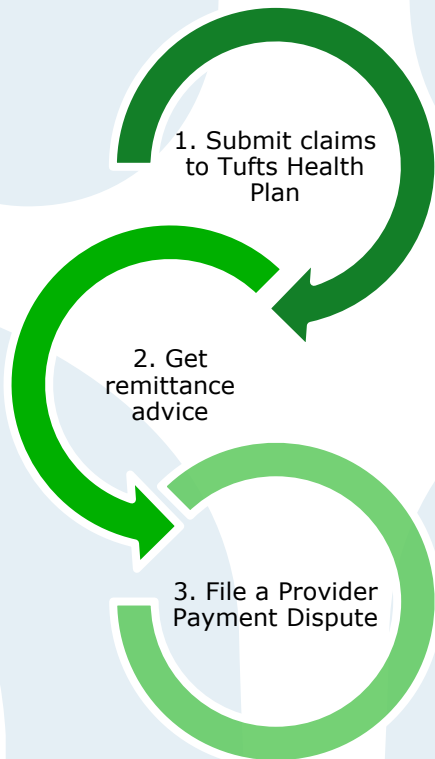
Under the mental health parity laws, benefits for mental/behavioral health services and substance use disorder services must be comparable to benefits for medical/surgical services. This means that copays, coinsurance and deductibles for mental/behavioral health and substance use disorder services must be at the same level as those for medical/surgical services. Also, Tufts Health Plan's review and authorization of mental/behavioral health or substance use disorder services must be handled in a way that is comparable to the review and authorization of medical/surgical services.

**Note:** While BH/SUD services have no limit, the benefit covers medically necessary treatment only. Treatment for members covered under mental health parity laws must still meet any applicable [medical necessity guidelines](#) and authorization requirements.



# Claim Information

## - Commercial

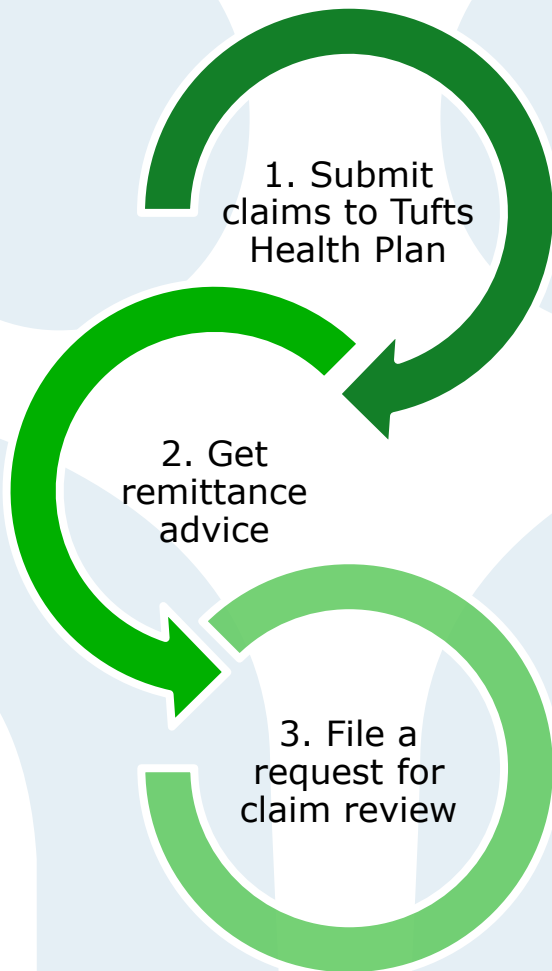


File claims no later than **90 days** after the date of service.

- Tufts Health Plan encourages direct electronic claim submission
- Check Evidence of Payment (EOP) through [PaySpan Health](#)
- Additional information on claim submission and disputes is available in the [Commercial Provider Manual](#)
- Refer to the [Provider Payment Dispute Policy](#) located in the Resource center of the [public Provider website](#)
- Submit Provider payment disputes using the online claim adjustment process through the [secure Provider portal](#)

# Claim Information

## - Tufts Health Public Plans



1. Submit claims to Tufts Health Plan

2. Get remittance advice

3. File a request for claim review

File claims no later than **90 days** after the date of service.

- Tufts Health Public Plans encourages direct electronic submission to the plan but also accepts claims submitted through a clearinghouse.
- Mail to:  
Tufts Health Plan  
P.O. Box 8115  
Park Ridge, IL 60068-8115

File a **request for a claim review** no later than **60 days** after the Explanation of Payment (EOP) date.

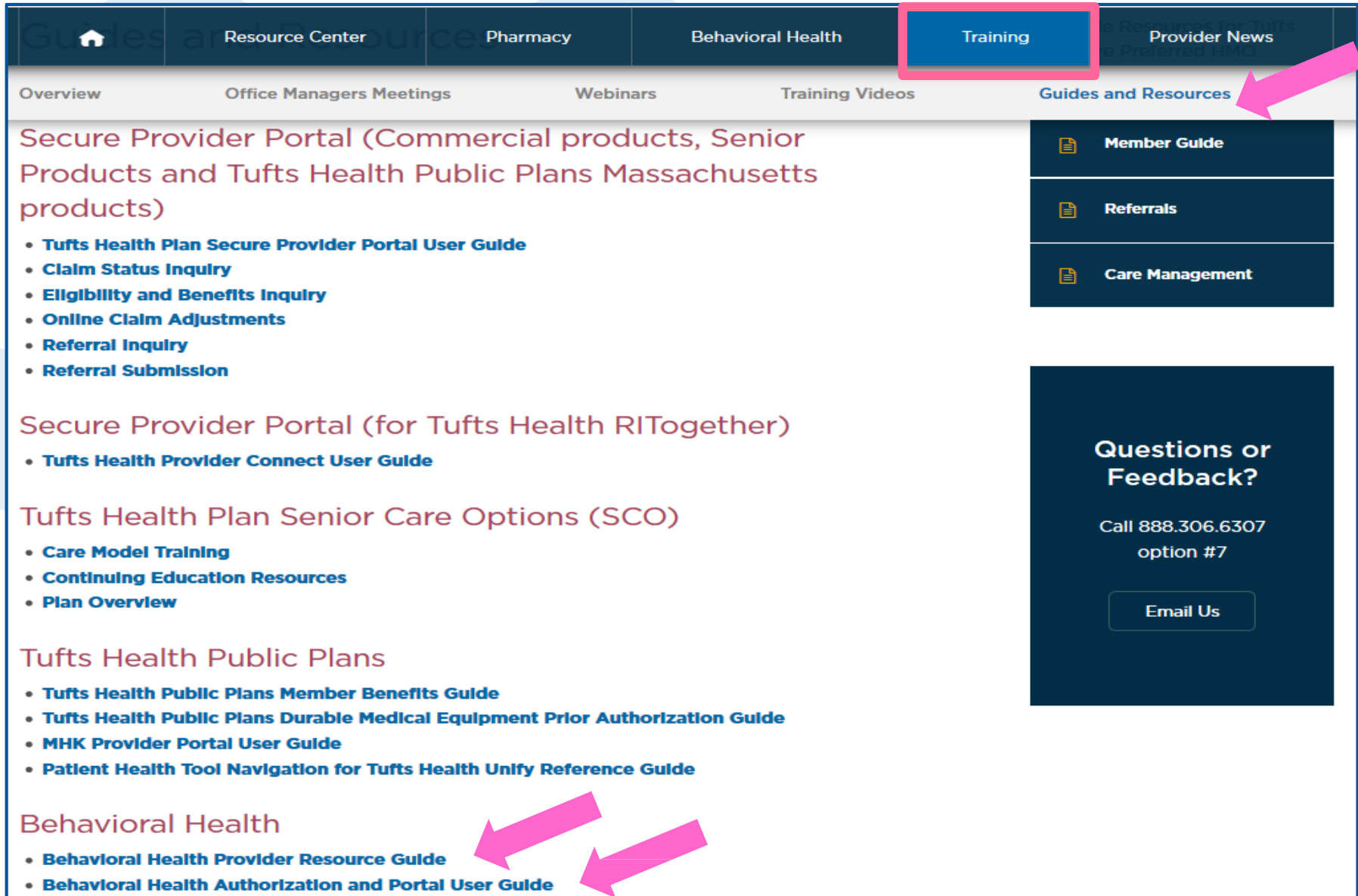
- Find the “***Request for Claim Review***” form on our website in the Provider Resource Center
- Submit by email to:  
**THPP\_Provider\_Disputes@tufts-health.com**
- Mail requests forms to:  
**Tufts Health Public Plans  
Provider Payment Disputes  
P.O. Box 9194  
Watertown, MA 02471-9194**

# Secure Provider Portal Login

## -Commercial and Tufts Health Public Plans (MA)

The screenshot displays the Tufts Health Plan website interface. At the top left is the Tufts Health Plan logo. To its right are navigation links for 'About Us', 'Contact Us', and 'Login', with the 'Login' link highlighted by a pink box. Further right is a search bar labeled 'Find a Doctor or Hospital' with a magnifying glass icon. Below the header is a dark blue navigation bar with buttons for 'Member', 'Broker', 'Employer', 'Provider', and 'Visitor'. The main content area features the heading 'LOGIN OR REGISTER AS A....' in red. Below this heading are four icons representing different user roles: Member, Broker, Employer, and Provider. A large pink arrow points from the Employer icon to the Provider icon. At the bottom, there are two buttons: 'Commercial, Senior Products and Tufts Health Public Plans Massachusetts Products' (highlighted with a pink box) and 'Tufts Health RITogether'.

# Behavioral Health Guides and Resources



Navigation menu: Home, Resource Center, Pharmacy, Behavioral Health, **Training**, Provider News

Sub-navigation: Overview, Office Managers Meetings, Webinars, Training Videos, **Guides and Resources**

**Secure Provider Portal (Commercial products, Senior Products and Tufts Health Public Plans Massachusetts products)**

- **Tufts Health Plan Secure Provider Portal User Guide**
- **Claim Status Inquiry**
- **Eligibility and Benefits Inquiry**
- **Online Claim Adjustments**
- **Referral Inquiry**
- **Referral Submission**

**Secure Provider Portal (for Tufts Health RITogether)**

- **Tufts Health Provider Connect User Guide**

**Tufts Health Plan Senior Care Options (SCO)**

- **Care Model Training**
- **Continuing Education Resources**
- **Plan Overview**

**Tufts Health Public Plans**

- **Tufts Health Public Plans Member Benefits Guide**
- **Tufts Health Public Plans Durable Medical Equipment Prior Authorization Guide**
- **MHK Provider Portal User Guide**
- **Patient Health Tool Navigation for Tufts Health Unify Reference Guide**

**Behavioral Health**

- **Behavioral Health Provider Resource Guide**
- **Behavioral Health Authorization and Portal User Guide**

**Member Guide**

**Referrals**

**Care Management**

**Questions or Feedback?**

Call 888.306.6307 option #7

**Email Us**



# Contact Information

- Tufts Health Plan Behavioral Health Department for Commercial and Senior Products: **800.208.9565**
- Provider Call Centers
  - Tufts Health Plan Commercial Provider Services: **888.884.2404**
  - Tufts Health Public Plans Provider Services (MA): **888.257.1985**
- Technical Inquiries:  
**Tufts\_Health\_Plan\_Provider\_Technical\_Support@tufts-health.com**
- EDI Operations: **888.880.8699** ext. 54042 or  
**EDI\_Operations@tufts-health.com**
- Contracting: **AHCBehavioralHealth@tufts-health.com**
- Provider Education: **provider\_education@tufts-health.com**