

Tufts Health Plan and Tufts Health Direct - Benefit Information

Provide coverage for **intermediate care** and **outpatient services** that are medically necessary to treat child-adolescent behavioral health disorders.

Services may include:

- 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)

Tufts Health Plan and Tufts Health Direct – Initial Authorization and Concurrent Review

For ICC: Initial authorization: Providers submit the appropriate fillable notification form (**Community Service Agency Notification Form – Commercial** or **Community Service Agency Notification Form – Tufts Health Together/Tufts Health Direct**) and receive an authorization back by fax.

Concurrent reviews: Providers call their **Assigned Reviewer*** to present clinical information to determine medical necessity.

For IHT: Initial Authorization and Concurrent Review: Providers must call their Assigned Reviewer to present clinical information to determine medical necessity.

For IHBS: Initial Authorization and Concurrent Review: Providers must call their Assigned Reviewer to present clinical information to determine medical necessity.

For MCI: No prior authorization is required. Providers should submit claims.

***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**

Tufts Health Plan and Tufts Health Direct - Who to Contact with Eligibility Questions

Required benefits apply to the following groups or members that **renew on or after July 1, 2019**:

- All Massachusetts fully-insured Commercial products
- Tufts Health Direct
- Self-insured groups **may elect benefit** upon renewal beginning on or after July 1, 2019

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

Commercial and Senior Products Behavioral Health Department:
800.208.9565

or

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

Tufts Health Plan and Tufts Health Direct – Provider Resources

Public Provider website - tuftshealthplan.com/provider

- Medical necessity guidelines, Payment policies, Training and education

Secure Provider website (**registration required**)

- Tufts Health Provider Connect (Tufts Health Public Plans only)
- Tufts Health Plan Provider Portal (Commercial and Senior Products)
 - Eligibility and benefits, claim status inquiry, referral inquiry and submission, inpatient notification request submission, online claim adjustments

Commercial and Senior Products Behavioral Health Department:
800.208.9565

Provider Call Centers:

- Tufts Health Public Plans Provider Services (MA): **888.257.1985**
- Tufts Health Plan Commercial Provider Services: **888.884.2404**

BHCA Provider Webinar

Wednesday, June 12th from 10-11am

To Register:

- Fax completed form to: [617.673.0200](tel:617.673.0200)
- Email completed form to: provider_education@tufts-health.com
- Complete the on line version of the form at tuftshealthplan.com/provider/training/webinars