

Contracting & Payer Relations

Tufts Health Plan Update – Enhancements to Inpatient Mental Health Preregistration effective February 27, 2009

Tufts Health Plan is please to inform you of enhancements to their process for preregistration of inpatient mental health admissions for Commercial non-capitated members.

Effective February 27, 2009, these enhancements will allow for an initial length of stay to be viewable when using the Tufts Health Plan secure Web site. Authorizations for continued length of stay will also be viewable on the Tufts Health Plan secure Web Site.

Among the enhancements are:

- After successful completion of the preregistration process, Tufts Health Plan will authorize an initial length of stay and provide an Authorized End Date (the date coverage ends) for Commercial non-capitated admissions.
- An initial authorization will be approved for one (1) day for all psychiatric admissions and three (3) days for substance abuse admissions.

Tufts Health Plan Provider Manual and relevant payment policies will be updated to reflect the new preregistration process. Tufts Health Plan will be holding Provider training sessions, and a detailed overview of their enhanced preregistration process, along with training session information, can be viewed at their Web site www.tuftshealthplan.com/providers.

A demonstration of the Provider Notification screen will be available on their Web site in February 2009. If you have questions about these changes, please contact Provider Services at 1-888-884-2404, Monday through Thursday from 8:30 a.m. to 5:00 p.m. and Friday from 10:00 a.m. to 5:00 p.m..

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