

Point32Health

Baycare Health Partners

Provider Account Manager
Lisa Fico

December 2025



Agenda

- About Point32Health
- Online tools
- Billing and reimbursement
- Prior Authorizations
- News & updates
- Resources



About Point32Health



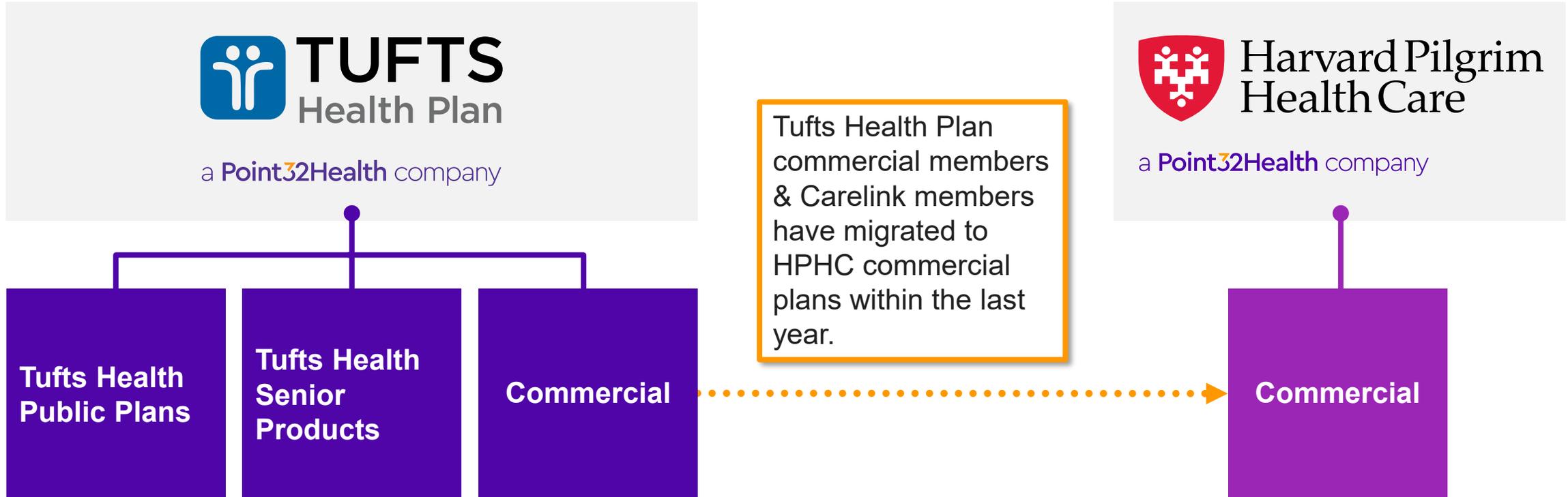
Our family of brands

Point32Health

Point32Health
Foundation



Our product portfolio



Online tools

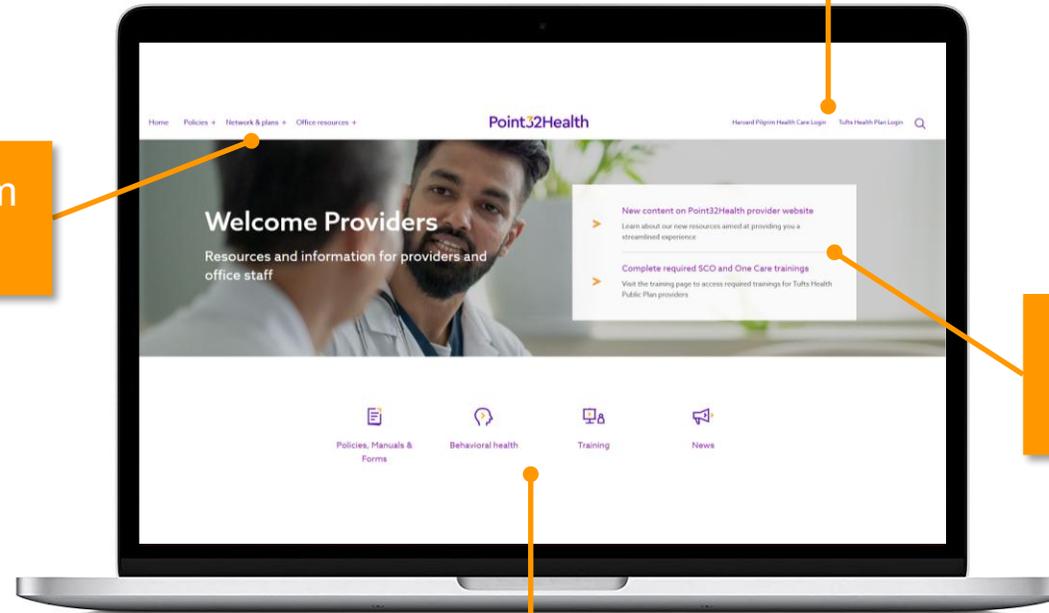
The image features a solid purple background on the left side and a white background on the right side, separated by a thick, diagonal orange line that runs from the bottom-left towards the top-right. The text "Online tools" is written in a bold, white, sans-serif font on the purple background.

Point32Health provider website

> point32health.org/provider

Log in to our **Provider Portals**

Navigate the website from the top **Menu Bar**



Important **news and updates** are highlighted

Use the **Quick Navigation** for easy access to the top resources

Policies & Manuals

Harvard Pilgrim Health Care Login Tufts Health Plan Login

Policies, Manuals & Forms Behavioral health Training News

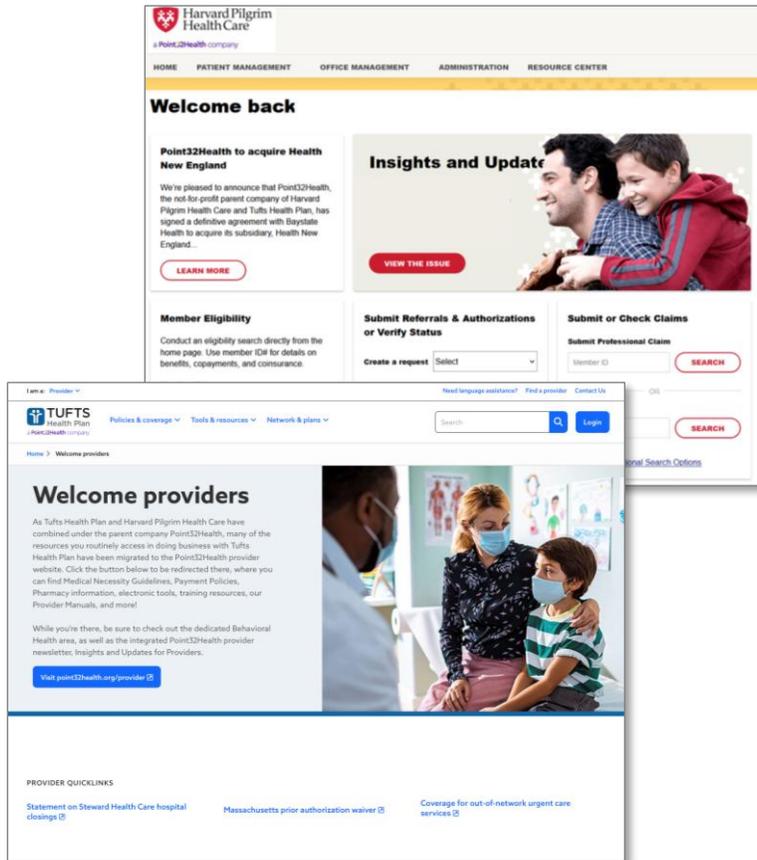
The policies you use the most are now accessible in **one place.**

Policies & Manuals

- Forms
- Medical Drug Medical Necessity Guidelines
- Medical Necessity Guidelines
- Payment Policies
- Pharmacy Medical Necessity Guidelines
- Provider Manuals

Provider Portals

Your primary tools for doing business with us



[HPHConnect](#) and the [Tufts Health Plan Provider Portal](#) gives you access to a full range of **self-service transactions**, including:

- Member eligibility verification
- Submitting authorizations and referrals
- Checking claims status
- And more

Access user guides on the [Provider Training webpage](#).

Billing and reimbursement



Submitting claims



Electronic claims is the **preferred** method to submit claims:

- Direct EDI
- Clearinghouse
- Provider Portal (THP claims)



The back of the member ID card includes **claims submission** information.



Payer **ID**:

Harvard Pilgrim:	04271
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Tufts Health Plan:	04298
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Resources:

- [Tufts Health Plan's Electronic Services webpage](#)
- [Harvard Pilgrim's Electronic Tools webpage](#)
- The claims sections of our [Provider Manuals](#)

Provider Services Contact Information

Provider Services

For general inquiries and support, call our Provider Services team:

- Harvard Pilgrim Commercial: 800-708-4414
- Tufts Health Plan Commercial: 888-884-2404
- Tufts Health Public Plans (Massachusetts): 888-257-1985
- Tufts Health Public Plans (Rhode Island): 844-301-4093
- Tufts Health Senior Products: 800-279-9022

Submitting provider claims appeals

All products

Provider Claims Appeals   

If you disagree with the outcome of a claim (for example, a denial or reimbursement amount), you have the option to request an appeal. Here is an overview of the appeals process:

Harvard Pilgrim Health Care (Commercial)*	Tufts Health Plan (Commercial)	Tufts Health Public Plans	Tufts Health Plan Senior Products
1. Complete a Claims Review Form.			
2. Submit the form or initiate an online request (if available)			
Mail: Harvard Pilgrim Health Care P.O. Box 699183 Quincy, MA 02269-9183 * For Passport Connect (www.uhprovider.com), Health Plans, Inc. (www.healthplansinc.com), and Student Resources (www.uhcsr.com), visit the respective websites for more information.	Online: Provider Portal Mail: Tufts Health Plan Provider Payment Disputes P.O. Box 251 Canton, MA 02021-0251 If an appeal is received through the portal, the "Claim Adjustment Summary" will update in the portal.	Online: Provider Portal Mail: Tufts Health Plan Provider Payment Disputes P.O. Box 524 Canton, MA 02021-0524 Fax: 857-304-6300	Online: Provider Portal Email: If the appeal is related to lack of prior authorization/notification or compensation/reimbursement, email the Request for Claim Review Form to SP_Provider_Appeals@point32health.org. Mail all other appeals to: Tufts Medicare Preferred or Tufts Health Plan Senior Care Options (SCO) Provider Payment Disputes P.O. Box 478 Canton, MA 02021-0478
3. View determination			
Determinations are mailed to the contact person and address entered on the Claim Review Form.	Determinations are mailed to the address we have on file.	Determinations are mailed to the address we have on file.	Determinations are mailed to the address we have on file.
Tips			
✓ When sending appeals by mail, do not staple, tape, or paper clip supporting documentation, as this can damage scanning machines and documents and delay the appeals process.			
✓ Be sure to complete all mandatory fields on the Claims Review Form.			
✓ Keep your provider information up-to-date: Tufts Health Plan determinations are mailed to the address we have on file. To let us know of any changes, submit updates through the CAQH Provider Data Portal.			
✓ Looking for more information? Refer to our Provider Manuals for additional information and details.			
✓ Need help? Contact Provider Services for support through the appeals process. If you disagree with an appeal decision, you may request a second-level appeal by submitting new or additional information.			

September 2025

- We have developed a new flyer to walk you through steps for submitting claims appeals, as the process varies by product.
- Scan the following code to view:



➤ Read full article: www.point32health.org/provider/guide-submitting-provider-claims-appeals-102025

Prior Authorization



Expanding UM fax lines for **medical** prior authorizations

All products

- Expanding existing fax lines for prior authorization requests. Fax line varies by type of request (medical, inpatient, BH) and line of business. [New page on provider website](#) includes list of fax numbers for Tufts Health Plan and Harvard Pilgrim products.
- For CPCT fax lines are as follows: 857-304-6410 for inpatient; 857-304-6463 for outpatient.
- Existing fax lines will not be discontinued. Current fax lines will still be used to receive requests.
- [Medical Necessity Guidelines](#) will be updated in the future to direct providers to the fax line webpage.
- We recommend that providers use [our secure provider portals](#) to request prior authorization for ease and speediness.

Keep in mind:

- ✓ Some services are managed by vendor partners and authorization must be requested directly through them.
- ✓ Contact options for pharmacy and medical drug prior authorization requests differ from the medical request contact options.
- ✓ Refer to the complete article for additional information.

➤ **Read full article:** www.point32health.org/provider/expanding-um-fax-lines-medical-prior-authorizations-112025

Fax lines for requesting prior authorization

Fax lines for requesting prior authorization for medical services		
Line of business	UM Fax type	Fax number
Harvard Pilgrim Health Care	Inpatient/outpatient/ Behavioral health	800-232-0816
Tufts Health Direct	Inpatient/outpatient	888-415-9055
	Behavioral health	888-977-0776
Tufts Health One Care	Inpatient	857-304-6304
	Outpatient	857-304-6135
Tufts Health RITogether	Inpatient/outpatient	857-304-6404
Tufts Health Together	Inpatient/outpatient	888-415-9055
	Behavioral health	888-977-0776
Tufts Medicare Preferred	Inpatient	617-972-9590
	Outpatient	617-972-9409
Tufts Health Plan Senior Care Options	Inpatient	617-673-0705
	Outpatient	617-673-0930
Tufts Health Plan Commercial	Inpatient	617-972-9590
	Outpatient	617-972-9409

November 2025

Point32Health



News & updates

UM best practices and tips

All products



- We recommend starting with our [secure provider portals](#)/MHK for most transactions, like confirming benefits and eligibility or referring a member for a service.
- MHK will be newly available for our Tufts Health One Care members beginning **Jan. 1, 2026**.

A few other tips:

- ✓ To update an authorization, submit a new request via the provider portal for fax.
- ✓ All appropriate documentation, including NPI or TIN should be included.
- ✓ Reach out to the Provider Service Center for any functions you are unable to perform using our electronic self-service tools.

➤ **Read full article:** www.point32health.org/provider/utilization-management-best-practices-and-tips-102025

Update on coverage of weight loss medication



Harvard Pilgrim Health Care Commercial, Tufts Health Direct

- Coverage will be excluded for weight loss medications, including GLP-1 drugs, to treat weight loss and alternative indications such as cardiovascular conditions.
- While some Commercial large groups will be offered the option to buy up to a Premium formulary with Zepbound as the preferred medication, all others will have their authorization terminated on Jan. 1, 2026, or on the group anniversary.
- Members currently taking a weight loss/GLP-1 drug that will no longer be covered as of Jan. 1 were notified via letters in mid-September.

➤ **Read full article:** www.point32health.org/provider/update-coverage-weight-loss-medication-102025



OncoHealth program expanding to Tufts Medicare Preferred

Tufts Medicare Preferred

- OncoHealth oncology medical management program will expand to include Tufts Medicare Preferred members, effective 1/1/2026.
- Drugs used for oncology purposes will require prior authorization from OncoHealth. If the drug is used to treat other conditions, authorization will remain with Point32Health.
- Current approved authorizations (obtained through Tufts Health Plan) will continue to be valid.
- Request authorization for Tufts Medicare Preferred members through the [OneUM](#) portal or by phone or fax.
- Continue to submit claims directly to Point32Health as you do today.
- OncoHealth webinars will provide attendees with an overview of the program and instructions on using the OncoHealth portal.

➤ **Read full article:** www.point32health.org/provider/oncohealth-program-expanding-tufts-medicare-preferred-112025

Point32Health



Reminder to use new member ID numbers in 2026

Tufts Health One Care

On Jan. 1, 2026, Tufts Health One Care becomes a Dual-Eligible Special Needs Plan (D-SNP).

- Members have been issued new ID numbers. No action is required on their part.
- Be sure to update your billing systems to reflect new ID numbers, effective Jan. 1, 2026.
- Claims billed for services delivered in 2026 using a member's previous ID number will be rejected, and providers will need to resubmit claims using the correct member ID number.
- Reach out to members for their updated ID numbers or access the new information in our [secure provider portal](#).
- Active prior authorizations with end dates after Dec. 31, 2025, will transfer to the member's new ID number. These authorizations will remain valid until their specified end date. No additional steps are required for providers.

Read full article:

www.point32health.org/provider/tufts-health-one-care-reminder-use-new-member-id-numbers-2026-122025

Card front and back image samples:

 TUFTS Health Plan <small>a Point32Health company</small>	Tufts Health One Care (HMO DSNP) is a managed care plan that contracts with both Medicare and MassHealth.
	Care Coordinator Phone: 1-833-904-2273
RxBIN 610011 RxPCN CTRXMEDD RxGRP RXMEDD Plan (80840)	MedicareRx eye Prescription Drug Coverage MED
ID P12345678 Name FIRSTNAME LASTNAME	Issued: MM/DD/YYYY CMS - H5314 - 001

IN AN EMERGENCY: If your life is in danger, call 911 or go to the nearest emergency room.

Massachusetts Behavioral Health Help Line: 1-833-773-2445
Member Services/Behavioral Health: 1-855-393-3154 (TTY: 711)
Provider Services: 1-888-257-1985
DentaQuest: 1-855-418-1625 (TTY 1-800-466-7566)
Eyemed: 1-866-591-1863

Send Medical Claims to: Tufts Health One Care, P.O. Box 189, Canton, MA 02021-0189
Send Pharmacy Claims to: OptumRx Claims Department, P.O. Box 650287, Dallas, TX 75265-0287
Send Dental Claims to: DentaQuest, Tufts Health One Care, P.O. Box 2906 Milwaukee, WI 53201-2906
Website: TuftsHealthOneCare.org

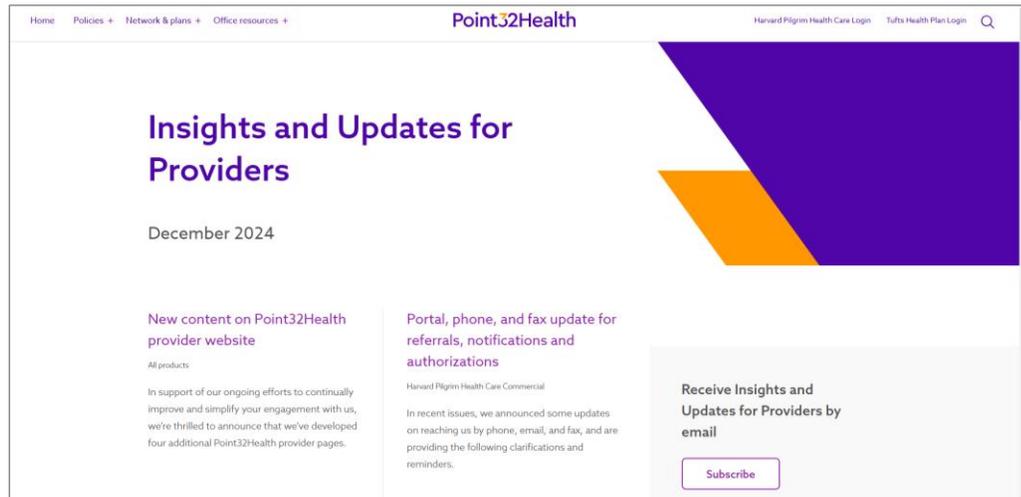
Resources

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Insights and Updates for Providers

Subscribe to get our provider newsletter sent to your inbox

> point32health.org/provider/news/



Our monthly provider **newsletter** includes:

- Policy and procedure updates
- Billing updates
- 60-day advance notifications
- And more

Keep directory information up-to-date

How to report a change



 **CAQH Provider Data Portal** (*primary way to update your info*)

> <https://proview.caqh.org/login>

	Harvard Pilgrim Health Care	Tufts Health Plan
Provider Information Change Form	<p>Form: Provider Information Change Form</p> <p>Email: PPC@point32health.org</p>	<p>Form: Medical or Behavioral Health</p> <p>Email: provider_information_dept@point32health.org</p>

Contact us

	Harvard Pilgrim Health Care	Tufts Health Plan
Provider Services*	<ul style="list-style-type: none"> Commercial: 800-708-4414 	<ul style="list-style-type: none"> Commercial: 888-884-2404 Tufts Health Public Plans: 888-257-1985 Tufts Health Senior Products: 800-279-9022
Electronic Data Interchange (EDI)	<ul style="list-style-type: none"> Phone: 800-708-4414 (Option 1; then 3) Email: EDI_Team@point32health.org 	<ul style="list-style-type: none"> Phone: 888-880-8699, ext. 54042 Email: edi_operations@point32health.org
Technical Inquiries	<ul style="list-style-type: none"> Phone: 800-708-4414 (Option 1; then 6) Email: Provider_eBusiness_Services@point32health.org 	<ul style="list-style-type: none"> Email: Tufts_Health_Plan_Provider_Technical_Support@point32health.org

*The Provider Services email was discontinued as of Oct. 1, 2024.

Q & A