

# Frequently Asked Questions (FAQs)

## Tufts Health One Care

### Overview

#### What is the One Care program?

The One Care program is an initiative between MassHealth and the Centers for Medicare & Medicaid Services (CMS) offering members a single health plan that coordinates the delivery and integration of care for those who are eligible for both MassHealth and Medicare (dual eligibles).

#### What is Tufts Health One Care?

Tufts Health One Care is Tufts Health Plan's Medicaid-Medicare One Care plan for people ages 21-64, who live in Barnstable, Essex, Middlesex, Suffolk, Worcester, Bristol, Plymouth, or Norfolk counties. The plan emphasizes efficient coordination of support services and is designed to streamline provider care to improve health outcomes for members.

### General

#### Do members need to select a primary care provider (PCP) when enrolling in the Tufts Health One Care plan?

Enrollees may select a Tufts Health One Care PCP to coordinate their care or enroll in the plan without a PCP. Tufts Health Public Plans will work with new members who have not selected a PCP to identify and establish a PCP relationship. Providers are notified when they are selected as a Tufts Health One Care member PCP.

Please use our [Find a Doctor or Hospital](#) search to determine which providers are in network for Tufts Health One Care members.

#### Should I collect copayments from Tufts Health One Care members?

No. There are no copayments or member cost share for Tufts Health One Care members.

#### Do all facilities that are contracted with Tufts Health One Care need to comply with the Americans with Disabilities Act (ADA)?

Yes. MassHealth and the Centers for Medicare & Medicaid Services (CMS) require ADA training and compliance. You can contact our ADA compliance manager at [ADACompliance@point32health.org](mailto:ADACompliance@point32health.org) with questions or to request a list of ADA resources. You can also find more information about ADA training on the [One Care website](#).

### Training

#### How can I learn more about One Care?

You can learn more about the One Care program from these resources:

- [One Care: MassHealth plus Medicare website](#)
- [One Care website](#)

## What are the training requirements for providers?

MassHealth and the Centers for Medicare & Medicaid Services (CMS) require providers to complete annual training on the program. All contracted Tufts Health One Care providers must fulfill these training requirements. The training program has two tracks. You must complete both to meet the One Care annual training requirements. You can begin the training by visiting the [Tufts Health One Care Training page](#) on our provider website.

- **Track one**

Developed by MassHealth and delivered through UMass Medical School, track one provides foundational information about the One Care program. Trainings are offered in multiple formats, including webinars and online modules.

- **Track two**

Our plan-specific training explains day-to-day interactions with Tufts Health One Care and includes topics pertaining to our model of care and administrative processes. After viewing the training, you must complete and submit the [attestation form](#) to fulfill the training requirement.

## Contracting and Credentialing

### How do I know if I'm contracted for Tufts Health One Care?

In order to be a participating provider, your practice must have a contract amendment specifically for Tufts Health One Care. If you are not sure if you are participating, please check our [Find a Doctor or Hospital](#) search tool or contact Provider Services at 888-257-1985.

### If I'm not currently a contracted Tufts Health Plan provider, how do I become contracted?

You can become a Tufts Health Plan contracted provider by [joining the network](#). Once you are contracted, you can see Tufts Health One Care members.

### If I am already credentialed with Tufts Health Plan, do I need to recredential for Tufts Health One Care?

No. If you are currently a Tufts Health Plan provider, you will not need to recredential for Tufts Health One Care.

## Delivering Care

### Care Coordination

#### Can members choose the providers on their interdisciplinary care team (ICT)?

Yes. Members are the center of the ICT and may choose their providers, designating any provider or individual as part of the ICT.

#### How do you handle existing members in the transition between enrollment and their initial assessment?

We reach out to members once they enroll with Tufts Health One Care, but we do not provide care coordination until their coverage effective date. When we outreach, we review any available claims data and schedule face-to-face assessments to prepare for transition of care issues.

#### Where can I find information about the model of care for Tufts Health One Care?

The [Tufts Health Public Plans Provider Manual](#) offers an overview of the model of care, and the [Tufts Health One Care Training](#) also offers details on the model of care and care coordination.

# Doing Business with Us

## How do I verify a member's eligibility for Tufts Health One Care?

Members will receive a Tufts Health One Care ID card. In addition, there are several other ways to verify eligibility:

- Tufts Health Plan's secure [Provider Portal](#)
- [NEHEN](#) or [NEHENNet](#)
- [MassHealth Provider Service Portal](#)
- Tufts Health Public Plans Provider Services at 888-257-1985

## How can primary care providers see which members are assigned to their panel?

Primary care providers (PCPs) can check the members in their panel through Tufts Health Plan's secure [Provider Portal](#).

## Is a member's coverage effective as soon as they enroll?

A member's coverage is usually effective on the first day of the month following their enrollment. For example, if the member joined during open enrollment on Sept. 1, 2024, their coverage began on Oct. 1, 2024.

## Can I render services to a member if Tufts Health Plan hasn't yet completed the comprehensive assessment?

Yes. Providers can render services before the assessment is completed.

## Prior Authorizations

### How do I know if a service requires prior authorization?

We require prior authorization for some services. Please refer to our [Medical Necessity Guidelines](#) for details. In addition, we have several handy [Prior Authorization reference grids](#) available on our [Prior Authorization page](#).

### If I am an out-of-network provider, can I see a Tufts Health One Care member?

Yes, but you will need prior authorization from Tufts Health Plan before rendering care to a Tufts Health One Care member.

## Billing and Reimbursement

### Where should I submit Tufts Health One Care claims?

Submit claims for services rendered to Tufts Health One Care members directly to Tufts Health Plan. Please see the Claim Requirements, Coordination of Benefits and Dispute Guidelines chapter of the [Tufts Health Public Plans Provider Manual](#) for information about submitting claims.

### Where can I find the payment policies?

Please visit the [Payment Policy page](#) on the Point32Health provider website to access Payment Policies for all our plans, including Tufts Health One Care.

## Provider Contact Information

- Point32Health Provider Website: [point32health.org/provider](https://point32health.org/provider)
- Tufts Health Plan Provider Website: [tuftshealthplan.com/provider](https://tuftshealthplan.com/provider)
- Provider Services: 888-257-1985

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