

Subject: Tufts Provider Update



**Tufts Health Plan's Communication Regarding
EOHHS' Continuity of Care Letter**

Dear Provider:

As previously forwarded by Tufts Health Plan, the Commonwealth of Massachusetts Executive Office of Health and Human Services (EOHHS) Office of Medicaid issued a [letter](#) regarding Continuity of Care as it relates to the new Accountable Care Organization (ACO) plans and Managed Care Organization (MCO) plan.

Due to the large volume of MassHealth members transitioning to Tufts Health Plan [on March 1, 2018](#), Tufts Health Plan will extend the existing 30-day continuity of care requirement for these new members only up to 90 days [until May 31, 2018](#).

As part of this change, Tufts Health Plan will honor all existing prior authorization and referral requests approved prior to [March 1, 2018](#), to ensure members who are in active treatment at the time of enrollment in an ACO or MCO plan do not experience disruptions to their care or benefits.

Any members who switch to Tufts Health Plan from another plan subsequent to [March 1, 2018](#) will have the 30-day Continuity of Care period that would begin their effective date of coverage.

Note: The Continuity of Care period may be extended for certain cases such as pregnancy, Children's Behavioral Health Initiative services, Applied Behavioral Analysis, members with serious mental health or substance use needs, members with longstanding or complex medical conditions, such as dialysis, chemotherapy or radiation therapy. Providers can request ongoing services beyond the standard continuity of care period for these members through Tufts Health Plan's prior authorization process. For more information, refer to the [Tufts Health Plans continuity of care information sheet](#) and the [Tufts Health Public Plans Provider Manual](#).

To assist in the member transition, Tufts Health Public Plans Member Services Call Center will be extending our standard business hours and will be open [on Saturday, March 3, 2018](#) and [Sunday, March 4, 2018 from 8 a.m. to 5 p.m.](#)

Tufts Health Public Plans Member Services Call Center will also be open [Monday through Friday 8 a.m. to 6 p.m. from March 1, 2018 through March 16, 2018.](#)

Sincerely,



David Webster
VP of Finance and Network Contracting - Tufts Health Public Plans