

Portal User Guide

You can sign up to access your personal account information online!

At the Tufts Health Plan secure online site, it's easy to create an account that lets you:

- Pay your monthly premium*
- View your claims history
- View your current and past referrals
- View your monthly Explanation of Benefits (EOB) documents
- Manage your eDelivery preferences
- **And more!**





To register, follow these simple steps:

1 Visit www.thmp.org/registration.

2 On the registration page, enter your member ID number (found on your member ID card), and your date of birth.

3 Answer security questions or enter your generated PIN (given to you by a Customer Relations Representative), so we can verify your identity.

Registration

1 Identification 2 Verification 3 Create Account

Let's get started!
Please enter your Member ID and Date of Birth so we can identify you.

Member ID:

Be sure to include any letters or suffixes in the number.
[Where can I find my member ID?](#)

Date of Birth:

Please use the format MM/DD/YYYY

Registration

1 Identification 2 Verification 3 Create Account

Great! We've found you. Let's continue.
Please fill out and review the info below so we can verify your identity.

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Enter your email address and password, enter your mobile phone number (optional), and choose your three security questions.

Registration

1 Identification 2 Verification 3 Create Account

Thanks Bob! We've verified who you are.
Now, let's create your account

Create Login Information:

Your email address will be used to log into your account.

Email Address:

Confirm Email Address:

Password:

- 8-16 characters with no spaces and at least one letter and one number.
- Passwords are CASE SENSITIVE.

Confirm Password:

Mobile Phone (SMS):

In order to enhance the security of your online account, you have the option to provide us with a mobile phone number that can receive text messages. We will use this number to send you a verification code should we need to confirm your identity upon login.

Mobile Phone Number (optional):

Choose Security Questions:

If you forget your registered email or your password, you will be asked to answer your chosen security questions. Provide answers that you are sure to remember. For your security, answers cannot be retrieved if you have forgotten them.

Choose three (3) security questions: Enter your answer:

<input type="text" value="Select Security Question"/>	<input type="text"/>
<input type="text" value="Select Security Question"/>	<input type="text"/>
<input type="text" value="Select Security Question"/>	<input type="text"/>

5



5

Make your selections for eDelivery. If you would like to view your plan documents electronically instead of receiving them by mail, make sure you select “**Electronic**” for each option.

Registration

1 Identification ✓ 2 Verification ✓ 3 Create Account ✓

Naami, you have successfully created your account.
You will receive a confirmation email momentarily.

eDelivery Preferences

Your Documents	Electronic	US Mail
Explanation of Benefits (EOB)	<input checked="" type="radio"/>	<input type="radio"/>
Plan Documents	<input checked="" type="radio"/>	<input type="radio"/>

I understand that by clicking 'Electronic', I have 'opted in' to have the Explanation of Benefits (EOB-HMO only) or Plan Documents sent to my online account. I understand that paper versions of these documents will no longer be mailed to me. Plan Documents include Annual Notice of Change (ANOC), Evidence of Coverage (EOC), Formulary (Drug List), Provider Directory, Pharmacy Directory (PDP only), and Policy for our Supplement Plans (if applicable).

We strive to provide the best quality of care and customer service experience for our members. In order to better serve your needs as a member, we are requesting that you take a few brief minutes to [take the following optional survey about race, ethnicity and preferred language.](#)

Go to your secure account now!



Here are 5 exciting things you can do with your personal account:

1 You can pay your monthly premium* securely online¹

You can see how much your monthly premium is, what you paid last month, and how much is due next month. To make a payment, click on “**Make a payment**” in the top right corner of this area.

Payment Details for your Monthly Premium		Make a payment
Your 2016	LAST PAYMENT RECEIVED	NEXT PAYMENT DUE
\$188.20 Monthly Premium [?]	06/07/2016	07/15/2016
	\$188.20	\$188.20

Please note: You must continue to pay your Medicare Part B premium.

2 You can view your most recent claims¹

You'll see how much your provider charged for the service, as well as the amount you're responsible for paying. Please note, in some cases you may have already paid your cost-sharing amount at the provider's office, or you may receive a bill at a later date. If you have any questions about your cost sharing or a bill you receive, please call Customer Relations. To see all of your past claims, click on "**Search All Claims**" in the top right corner of this section.

Your 3 Most Recent Claims

[Search All Claims](#)

Date of Service	Care Provided by	Specialty	Amount Billed	Your Responsibility	
08/30/2016	SAMPLE HOSPITAL	FACILITY / SERVICE	\$211.00	\$0.00	Details »
06/15/2016	SAMPLE SKILLED NURSING FCLTY	FACILITY / SERVICE	\$1,401.00	\$25.25	Details »
06/13/2016	SAMPLE DOCTOR	INTERNAL MEDICINE	\$1,401.00	\$0.00	Details »

3 You can view your most recent referrals¹

You'll see your three most recent referrals by provider, start and expiration dates, as well as the number of visits the referral allows you to have. To see all of your current and past referrals, click on "**Search all Referrals & Authorizations.**"

Your 3 Most Recent Referrals

[Search All Referrals & Authorizations](#)

Start Date	Expiration Date	Care Provided by	Specialty	Visits Allowed	Referral Number
05/18/2016	05/18/2017	SAMPLE DOCTOR	INTERNAL MEDICINE	3	XCG23713
06/21/2016	06/21/2017	SAMPLE DOCTOR	DERMATOLOGY	3	XCG23732
04/29/2016	04/29/2017	SAMPLE DOCTOR	INTERNAL MEDICINE	3	XCG21937

Note: Tufts Medicare Preferred Supplement plan members are not required to obtain referrals and therefore will not see this feature in their accounts.

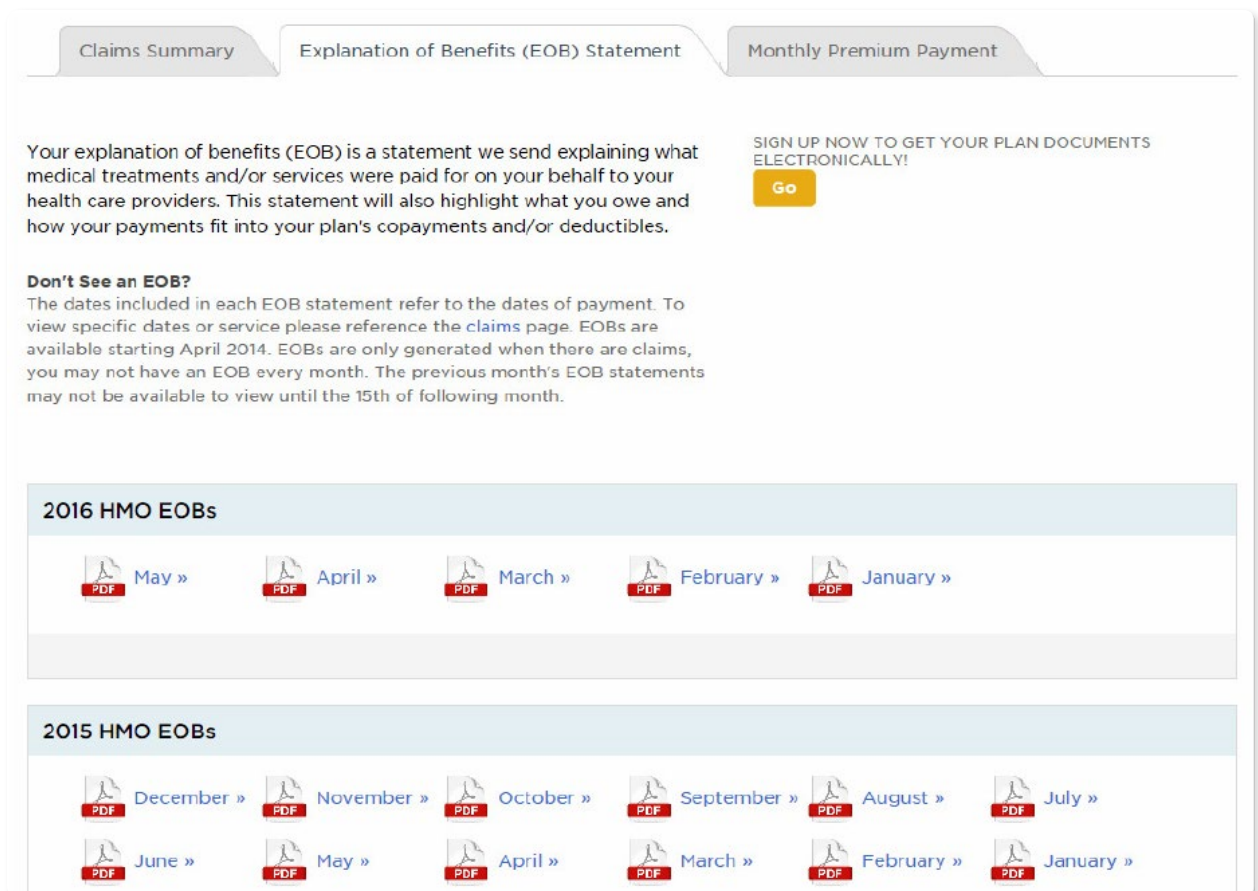
4 You can view your recent medical Explanation of Benefits (EOBs)¹

Follow these two steps:

1: From your account home page, hover over “**Claims & Billing**” and click on “**Explanation of Benefits (EOB) Statement.**”



2: This will display all of your recent EOBs. They are conveniently labeled by month, so you can easily see the medical services you received and what you paid for them.



Note: This feature may appear differently for Tufts Medicare Preferred Supplement plan members.

5 You can view or change your eDelivery preferences¹

From your account home page, select “**Manage My Account**” from the top menu.



At the bottom of your “**Manage My Account**” page, you’ll see two sections marked “**eDelivery Preferences**” and “**Marketing Preferences**.” In the “**eDelivery Preferences**” section, you can indicate how you want to receive your plan documents (electronically or via US mail), and in the “**Marketing Preferences**” section, you can tell us whether or not you would like to receive helpful plan information emails via eDelivery. Click “**Edit**” to change your selections.

eDelivery Preferences Edit

Electronic delivery of plan documents will help us in our efforts to be more “green” in our business practices. You can already view your claims online, and now you can view your plan documents online any time. You will always know where your documents are and you can reference them any time you log on.

Your Documents	Delivery Type
Explanation of Benefits (EOB)	US Mail
Plan Documents	US Mail

If you decide, at anytime, that you want to change how to receive these documents, you can click on the “Edit” link to change preferences.

I understand that by clicking “Electronic”, I have “opted in” to have the Explanation of Benefits (EOB-HMO only) or Plan Documents sent to my online account. I understand that paper versions of these documents will no longer be mailed to me. Plan Documents include Annual Notice of Change (ANOC), Evidence of Coverage (EOC), Formulary (Drug List), Provider Directory, Pharmacy Directory (PDP only), and Medicare Supplement Policy (if applicable).

Marketing Preference Edit

You can control the amount of emails that you receive from Tufts Health Plan. Just opt out of the types of marketing messages that you don’t want to receive.

Communication Type	Selection
Emails Receive emails from Tufts Medicare Preferred that include helpful plan information and health and wellness content.	Opt-in

**For more information,
call Customer Relations
or visit us online:**



**1-800-701-9000
(TTY: 711)**



www.thpmp.org

**Tufts Health Plan Senior Care
Options plan members:**



**1-855-670-5934
(TTY: 711)**



www.thpmp.org/sco

Representatives are available Monday–Friday, 8 a.m.–8 p.m. (From October 1 to March 31, representatives are available 7 days a week, 8 a.m.–8 p.m.) After hours and on holidays, please leave a message and a representative will return your call on the next business day.

*Not applicable to members who are enrolled in a Group plan through their former employer.

¹All data shown is sample data. Your information may appear differently.

Note: Not all features are available to members of all plans. For more information, contact Customer Relations.

Tufts Health Plan is an HMO-SNP plan with a Medicare contract. Enrollment in Tufts Health Plan depends on contract renewal. Tufts Health Plan is a voluntary MassHealth (Medicaid) program in association with the Executive Office of Health and Human services (EOHHS) and Centers for Medicare & Medicaid Services (CMS). This document may be available upon request in an alternate format such as Braille, larger print, or audio. Tufts Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 855-670-5934 (TTY: 711). ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 855-670-5934 (TTY: 711). H2256_2019_341_C