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Directions for Updating MassHealth / Tufts Public Insurance

The following **MUST** be done by the parent, and must be done before we can make any appointments. Andover Pediatrics cannot update your insurance for you. If this is not correct, we cannot bill Mass health / Tufts Public. Failure to list your PCP correctly may result in you being fully responsible for the full cost of your visits.

Step 1:

- Call **MASS HEALTH** and list **ANDOVER PEDIATRICS** as your pediatric practice. The phone number is on your MASS HEALTH card.
- Confirm your child's **MASS HEALTH ID number # _____**

Step 2:

- Call **TUFTS PUBLIC** – the phone number is on your Tufts card.
- Your child must be enrolled in the **“Tufts HealthTogether”** plan.
 - There are similar plans that have an affiliated hospital (ex: Tufts Together with Boston Childrens or Tufts Together with _____) - we are NOT part of those plans.
- You must **list one of our physicians** to be your Pediatrician
 - You may choose **Dr Chan, Hensley, Hurley or Lentini**. It doesn't matter which one you choose, you are welcome to see ANY provider at our practice, once you list one of our physicians.

Step 3:

- Wait 48 hours (2 business days) for the changes to process.
- **Call MASS HEALTH** to confirm that ANDOVER PEDIATRICS is listed as your pediatric practice.
- **Call TUFTS PUBLIC** to confirm that **TUFTS TOGETHER** is listed as your plan AND that one of our **Physicians is listed as your Pediatrician**.
 - Get the new **ID number for your child # _____**

Step 4:

- Call our office back with the **new ID numbers & who is listed as the Pediatrician**.
- We cannot make any appointments for your child until the new numbers are verified.
- If your child is transferring from another medical office, we also need their complete medical records before making any appointments.

If you have difficulty with this process, ask the customer service representative to make a 3-way call to our office. We'll get on the call with you and assist.

Thank you, and Welcome to Andover Pediatrics!