



Harvard Pilgrim  
Health Care




**MGMA Feb. 2018**



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# Plan Information

- All plans sold out of the state of Connecticut are Open Access.
- No referral is required for Open Access Plans. (Auth. rules may apply)
- HMO/POS plans outside of Connecticut may require a referral.
- Open Access will be stated on the card.

 <b>Harvard Pilgrim Health Care of Connecticut</b>		<b>OPEN ACCESS HMO</b>	
ID#:	HP##### - ##		
Name:	JOHN O SAMPLE		
Copy:	OV: \$XX ER: \$XX		
RX:	\$XXXXXX%* MAIL \$XXXXXX%* [RX COINSURANCE APPLIES]		
[Deductible may apply.] Visit <a href="http://www.harvardpilgrim.org">www.harvardpilgrim.org</a> for plan details.			
 BIN 003585 PCN 35006			

<b>Notice to Members</b> <ul style="list-style-type: none"> <li>For Member Services, call: 888-333-HPHC (4742)</li> <li>For Mental Health and Substance Abuse services, call United Behavioral Health at: 888-777-HPHC (4742)</li> <li>In a medical emergency, go to the nearest emergency facility or call 911 or other local emergency number.</li> <li>If hospitalized, notify the Plan within 48 hours.</li> </ul>	<b>Notice to Providers</b> <ul style="list-style-type: none"> <li>Out-of-area emergency services will be paid by the Plan.</li> <li>In MA, ME, NH, CT, RI, VT: 800-706-4414 or <a href="http://www.harvardpilgrim.org">www.harvardpilgrim.org</a></li> <li>Medical Claims: Payer ID: 04271</li> <li>HPHC, PO Box 699163, Quincy, MA 02269-9163</li> <li>Other States: 800-693-5254</li> <li>United Health Shared Services: Medical Claims: Payer ID: 39026</li> <li>Group Number: 11-123456</li> <li>PO Box 30783, Salt Lake City, UT 84130-0783 • <a href="http://www.uhs.com">www.uhs.com</a></li> </ul>
Please refer to your evidence of coverage for a full description of your benefits. <a href="http://www.harvardpilgrim.org">www.harvardpilgrim.org</a>	
 Optima PPO Network	

 <b>HPHC Insurance Company</b>		<b>PPO</b>	
ID#:	HPP##### - ##		
Name:	JANE E SAMPLE		
Copy:	S0 SELECT PREVENTIVE SERVICES ONLY IN NETWORK DEDUCTIBLE: SXXXX OUT OF NETWORK DEDUCTIBLE: SXXXX		
RX:	[RX SUBJECT TO IN NETWORK DEDUCTIBLE] [XX% RX COINSURANCE APPLIES AFTER DED]		
[Deductible may apply.] Visit <a href="http://www.hphc.org">www.hphc.org</a> for plan details.			
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# Resources for Providers

- Harvard Pilgrim “For Providers”
  - [www.harvardpilgrim.org/providers](http://www.harvardpilgrim.org/providers)
    - Forms found here (office support) as well as in *Provider Manual*
- *Provider Manual*
  - Available online
  - Most up-to-date information on Harvard Pilgrim’s policies, procedures, and products
  - Includes forms, payment policies, product information, billing and reimbursement information, etc.
- *Network Matters*
  - Posted online each month
  - Provides 60-day advance notice of substantial changes
  - Sign up online for your copy
- *HPHConnect*
- Provider Call Center
  - Telephone #1-866-691-8882
- Provider Directory

# Provider Site

Important resources including Provider Manual and link to monthly Newsletter



**Harvard Pilgrim HealthCare** Search HPHC GO  
Provider Home | Contact Us | Provider Directory

**HPHConnect**  
Login  
Learn more.  
Sign up for HPHConnect.

**For Providers**  
Print Text Size

Home > Providers

**News & Updates**  
Newborn Level II-IV/NICU Admission Notification Policy  
Prior Authorization for Non-Emergent Transportation  
Keep Panel Status and Demographic Information Up to Date  
Federal Health Care Reform

**Medicare Advantage Plans**  
Important resources on Stride<sup>SM</sup> (HMO)

**Connecticut Expansion**  
Partnering with Harvard Pilgrim in Connecticut

**Medical Resources for Providers**  
Choice 90<sup>RX</sup> Program  
Spine Management and Prior Authorization  
Useful Resources for Opioid Prescribing  
Mindfulness Resources for Providers  
Medication Prior Authorization Program  
Bariatric Surgery COE Listing  
Recent Drug Tier Changes  
Harvard Pilgrim physician group honor roll

**Member Programs**  
Mind the Moment  
Member Discounts & Savings

**Help**  
Call Provider Service Center at 1-800-708-4414  
Email Provider Service Center Key Contacts Directory (Download)

**Network Matters**  
Harvard Pilgrim's electronic newsletter for providers  
View the current issue

**Administration/Office Support**  
Join Harvard Pilgrim's Provider Network Forms, Guides, and Tools  
Provider Office Managers and Staff  
Who is my Provider Relations Consultant?  
Code Auditing Reference Tool  
Keep Panel Status and Demographic Information Up to Date



# Resources: PRC's

## Provider Relations Consultant (PRC)

- Available to assist with issues not otherwise handled via Provider Call Center and or post appeal efforts
- PRC's assigned by county
- CT specific mailbox (monitored/responded to by cross covering CT PRC team) may also be used.

Email: [ctprovider\\_relations@HarvardPilgrim.org](mailto:ctprovider_relations@HarvardPilgrim.org)

# Reminder: Keep provider data up to date

To help providers in our network serve their patients/our members as effectively as possible, it's important that we maintain our Provider Directory with the most complete and accurate provider enrollment information

- Plans are required to keep provider data up to date
- Providers - please review your HPHC provider data minimum quarterly and notify us of any changes
- Please keep us informed of panel status so that your patients know whether or not your practice is accepting new patients
- If you need to update your panel status or any other information, please fill out a [Provider Change Form](#) and submit it to Harvard Pilgrim via PPC email