





Welcome to Harvard Pilgrim

Receiving care outside of Massachusetts, Maine and New Hampshire

Harvard Pilgrim's Access Americasm and
Access Americasm Value plans feature Harvard Pilgrim's
broad network of providers in Massachusetts, Maine and New
Hampshire, and UnitedHealthcare's extensive network of
providers in other states across the nation.

We recognize that providers throughout the country see members of many insurance plans and that some offices may not be familiar with your ID card.

You may find it helpful to bring this document when you visit a participating UnitedHealthcare provider or facility for the first time as a Harvard Pilgrim member.

Please show the back of this document to participating UnitedHealthcare providers outside of Massachusetts, Maine and New Hampshire.



Questions? We're here to help.

Your ID card also includes the phone number for Harvard Pilgrim Member Services. When you have any questions about your claims or coverage, please call (888) 333-4742. For TTY service, call 711.

Representatives are available:

- Monday, Tuesday, Thursday and Friday from 8 a.m. to 8 p.m.
- Wednesday from 10 a.m. to 6 p.m.
 All times Eastern

Please show this to your provider

Dear UnitedHealthcare Participating Provider,

UnitedHealthcare providers outside of Massachusetts, Maine and New Hampshire participate in this Harvard Pilgrim plan.

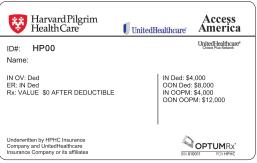
Health Care Providers outside of Massachusetts, Maine and New Hampshire who have questions about eligibility should call UnitedHealthcare at **(800) 693-5254**. This number is for providers only and is also listed on the back of the member's ID card.

Send **medical** claims to: United Health Shared Services P.O. Box 30783 Salt Lake City, UT 84130-0783

Pharmacies who have questions about a member's coverage or associated claims should call Harvard Pilgrim's Pharmacy Benefit Manager, OptumRx, at **(855) 258-1561**.

Behavorial Health Providers should call United Behavioral Health at **(888) 777-4742** for member coverge or claims questions.

Sample Member ID Card Access America



Card front



Sample Member ID Card Access America Value



Card front



Card back