



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**.

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

Sample Member ID Card
Access America

Sample Member ID Card
Access America Value

Card front

Card front

Visit us at www.harvardpilgrim.org
DEDUCTIBLE AND/OR CO-INSURANCE MAY APPLY

Notice to Members

- For Member Services call: **888-333-HPHC (4742)**.
- For Mental Health and Substance Abuse services, call United Behavioral Health at: **888-777-HPHC (4742)**.
- In a medical emergency, go to the nearest emergency facility or call **911** or other emergency number.
- If hospitalized, notify the Plan within 48 hours.
- Contact the Plan at **800-708-4414** to request approval for:
 - admission by a non-participating physician and/or hospital.
 - all services listed in the Schedule of Benefits requiring approval.

Notice to Providers

Please refer to your evidence of coverage for a full description of your benefits.

- In MA, ME, NH: **800-708-4414** or www.harvardpilgrim.org
 Medical Claims: Payer ID: 04271
 HPHC, PO Box 699183,
 Quincy, MA 02269-9183
- Outside MA, ME, NH: **800-693-5254**
 UnitedHealth Shared Services
 Medical Claims: Payer ID: 39026
 Group Number: 11-123456
 PO Box 30783, Salt Lake City
 UT 84130-0783 • <https://uhss.umn.com>

UnitedHealthcare Choice Plus Network MultiPlan AA

Card back

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