

# Welcome to Harvard Pilgrim



Your plan features Harvard Pilgrim's broad network of providers in Massachusetts, New Hampshire and Maine, 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, New Hampshire and Maine. ▶**

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 and a service representative will gladly assist you.

## Access America Business Hours (Eastern Time)

Monday, Tuesday, Thursday and Friday: 8 a.m. to 8 p.m.

Wednesday: 10 a.m. to 6 p.m.

TTY: 711



Harvard Pilgrim  
HealthCare



Coverage underwritten or administered by HPHC Insurance Company, Inc., an affiliate of Harvard Pilgrim Health Care, Inc., in Massachusetts, Maine and New Hampshire, and UnitedHealthcare Insurance Company, United HealthCare Services, Inc. or their affiliates.

## Please show this to your provider

### Dear UnitedHealthcare Participating Provider,

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

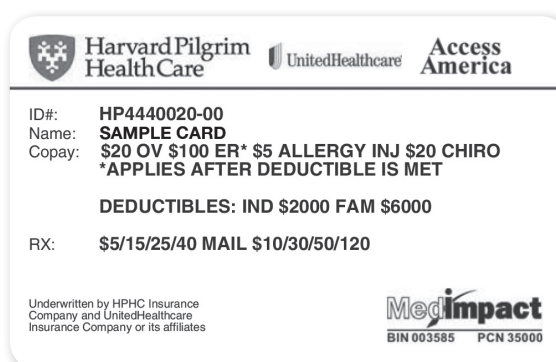
**Health Care Providers** outside of Massachusetts, New Hampshire and Maine who have questions about eligibility should call UnitedHealthcare at **(800) 693-5254**. This number is for providers only and is also listed on the back of the member's ID card.

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, Medimpact, at **(800) 788-2949**.

Sample Member ID Card (front)



Sample Member ID Card (back)

