

Q&A: Your Behavioral Health Benefits – *Massachusetts*

Do I need a referral from a primary care provider (PCP) to visit a behavioral health clinician?

You do not need a referral, but you do have to call Harvard Pilgrim's Behavioral Health Access Center at (888) 777-4742 for authorization. If your PCP is suggesting treatment, he or she may call for authorization on your behalf.

How do I receive authorization for care?

Call Harvard Pilgrim's Behavioral Health Access Center at (888) 777-4742. One of our clinical coordinators will assist you by:

- determining the type of care you need
- finding an appropriate behavioral health clinician located within or near your community
- authorizing the services

If you already know the name of a clinician you'd like to visit, our coordinators will let you know whether he or she treats Harvard Pilgrim members. They will also answer questions you may have about your benefits and applicable cost sharing (e.g., copayment, deductible and coinsurance) amounts.

I am joining Harvard Pilgrim from another health plan and I'm in the middle of treatment with a behavioral health clinician. What should I do?

If your clinician accepts Harvard Pilgrim coverage

You can continue treatment, provided it is a covered benefit. Be sure to call the Behavioral Health Access Center **as soon as you enroll with Harvard Pilgrim**. Please note that your cost sharing amounts may change depending on your particular plan.

If your clinician does not accept Harvard Pilgrim coverage

Call the Behavioral Health Access Center to ask for transitional benefits. Transitional benefits allow you to continue ongoing treatment for a limited time with providers who do not accept Harvard Pilgrim coverage, as described below.

You must call the Behavioral Health Access Center to request transitional coverage **within 30 days of the effective date of your coverage with Harvard Pilgrim**. Otherwise you may not be eligible for transitional benefits.

To be eligible for transitional benefits:

- you must be in active treatment with your current practitioner at the time you enroll with Harvard Pilgrim
- your employer must only offer employees a choice of plans in which the practitioner is not a participating provider
- your practitioner must agree to accept our usual authorization, review and claims procedures, and in-network fees
- the services provided must be a covered benefit under our plan

If you receive approval for transitional benefits, you will be covered for medically necessary services at the in-network level of coverage for 90 days. During that time, you and your clinician can either conclude treatment or arrange for a coordinated transition to a practitioner who accepts Harvard Pilgrim coverage.

I'm having trouble finding a provider or obtaining a timely appointment. What can I do?

If you have difficulty finding a provider or getting an appointment that meets your needs, please call the Behavioral Health Access Center for help. Our coordinators can provide additional referrals, assist with getting you an appointment, and help you if you're experiencing an urgent situation.



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