

FAQ: New Look and Improved Functionality for *HPHConnect* Provider Portal

Question	Answer
<p>What is changing?</p>	<p>We're updating the <i>HPHConnect</i> provider home page with a new look that places the transactional tools, information, and resources providers use most right at their fingertips.</p>
<p>Why are we making this change?</p>	<p>The <i>HPHConnect</i> portal is an important point of contact between Harvard Pilgrim and our provider partners. The new design puts our best face forward with providers and delivers greater value by making it quick and easy for them to conduct transactions — such as verifying eligibility, checking claims status, or submitting an authorization request — right from the home page.</p>
<p>When is the new <i>HPHConnect</i> provider homepage being posted?</p>	<p>The new page is launching on Feb. 1, 2019.</p>
<p>What does the new page look like?</p>	<p>You can find an image of the page in this Network Matters article.</p>
<p>How are providers being notified?</p>	<p>We're letting providers and their office staff know about this change in several ways:</p> <ul style="list-style-type: none"> • <i>Network Matters</i> provider newsletter • <i>HPHConnect</i> (home screen message) • Email outreach to <i>HPHConnect</i> provider users • Flyer for users and prospective users.
<p>Are more changes on the way?</p>	<p>Yes, later this year we'll be introducing a new resource page in <i>HPHConnect</i> for providers and the referral and authorization sections of the portal will be updated, too.</p>
<p>Why should I use <i>HPHConnect</i>?</p>	<p>Our provider portal offers the convenience of being able to complete a range of transactions with Harvard Pilgrim for commercial members — quickly, securely, and conveniently. It's HIPAA-compliant and available 24-hours-a-day, 7 days a week. At <i>HPHConnect</i>, providers and office staff can:</p> <ul style="list-style-type: none"> ✓ Submit claims

	<ul style="list-style-type: none">✓ Verify patient eligibility✓ Check the status of a claim, referral or authorization✓ Send/receive specialty referrals✓ Request authorization✓ Access reports and resource materials
How do I get started with <i>HPHConnect</i>?	You can register and learn all about <i>HPHConnect</i> via our provider website (www.harvardpilgrim.org/providers). You'll find the direct link here .

For additional information, please contact the Provider eBusiness Services team at **800-708-4414 (Option 1, option 6).**