

HPHConnect for Providers User Guide

Member Eligibility Verification

December 2019

Table of Contents

Eligibility Verification Overview	3
Introduction.....	3
Best Practices	3
Eligibility Search Tips.....	3
How to Verify Patient Eligibility	4
Patient Search Screen	4
Eligibility, Claims, and Referrals/Auth Links	7
Requesting Provider Search Criteria	8
Submit Eligibility Request	9
Variable Eligibility Search Criteria	12
Last Name Only Search	12
Last Name and First Initial Search	12
Full Patient ID # Search	13
Partial Patient ID # Search	13
No Current Available Information	14

Eligibility Verification Overview

Introduction

Before submitting a referral/authorization request, verify patient eligibility.

This will eliminate submitting requests for services for a non-eligible member. Go to www.harvardpilgrim.org/providers. Click on “HPHConnect Login” and sign in.

Best Practices

Harvard Pilgrim recommends using the “Patient Management” patient search option to check patient eligibility. Search for the member and select from your patient list. In the “Patient Management” section, when the current patient field is populated with a member name:

- The patient information bar displays at the top of the screen showing the selected member’s name, birth date, Harvard Pilgrim ID number, and PCP.
- The user can easily switch between checking eligibility, viewing claims history, and referral/auth transactions for the selected member.

Eligibility Search Tips

- It is not necessary to capitalize names or ID# prefixes.
- You can search using the member’s Social Security number (SSN), if necessary, but the SSN does not display in the system.
- You can search with partial or complete information.
 - For a name search or for a SSN search, the minimum characters required is two.
 - For an ID# search, the minimum required is the alpha prefix and at least two digits.
- Searches with partial information will return more and varied results. It is best to supply as much information as possible to narrow the search.
- Do not use dashes or leave any spaces
Examples:
 - ID # — hp123456700 or 9999999900
 - SSN — 123456789
 - Last name/first name, e.g., smith,mary, or, last name/first name initial, e.g., smith,m

How to Verify Patient Eligibility

1. In the “Patient Management” section, click on “Search Patients” to access the patient search screen (below).



Patient Search Screen

Patient Search

Conduct Patient Search

Last Name Member ID

Patient: ?
(ID Example - HP5555555,HP4444444)

PCP: None Selected SELECT

Search Filters

As of: 📅

Gender:

Birth Date:
(MM/DD/YYYY)

Age:

SEARCH
CLEAR

2. a) Select the desired patient search criteria:

- Name
- Member ID, or

b) Enter the appropriate patient information in the [blank] field

c) Adjust the “As of” date, if you want eligibility information for a date prior to today’s date, which is the default

Patient Search

Conduct Patient Search

Last Name Member ID

Patient ⓘ
(ID Example - HP5555555,HP4444444)

PCP: None Selected

Search Filters

As of ⓘ

Gender

Birth Date:
(MM/DD/YYYY)

Age

Optional — Other search criteria available but not required include:

- PCP (if on the access list drop-down)
- Birth date
- Gender
- Age

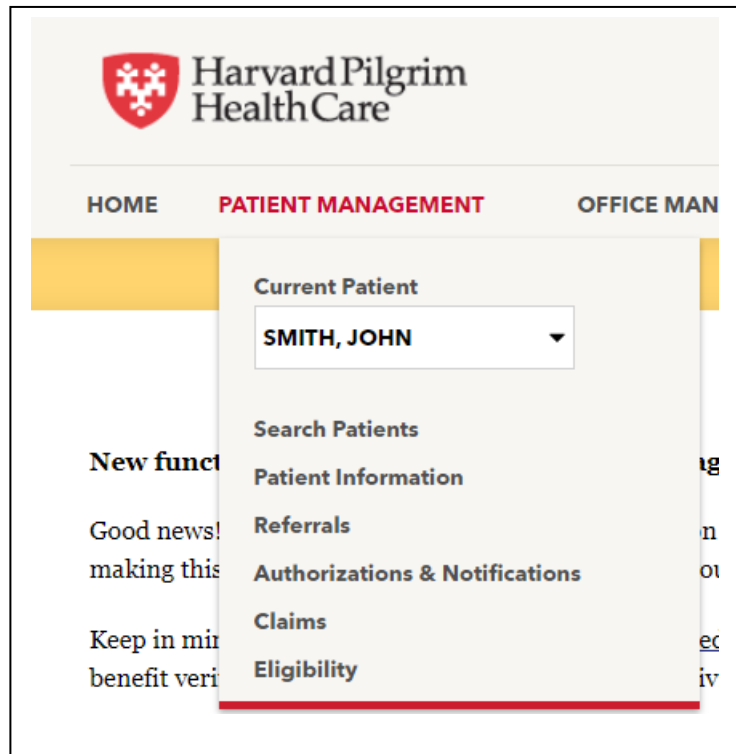
3. Click “Search” to find the patient. The patient search results list appears, matching the data you entered. Patient information includes:

- Name
- Address
- Birth date
- Sex
- ID
- Primary care provider
- Sponsor

4. Click “Select” to add patient to current patient list.

Patient Search Results							
	Name:	Sex:	Birth Date:	Address:	ID	Primary Care Provider	Sponsor
SELECT	SMITH, JOHN	M	18 Aug 1948	223 WINTHROP ST BROCKTON MA 02301	HP147893100	Ravindran, R	HPHC

5. The patient’s name is now on the patient list and appears in the current patient field.



The gray bar at the top of the screen displays information about the member selected in the current patient field.

- If active, the name, birth date, HP# and PCP with provider name and NPI, when available.
- If not active, the name, birth date, HP# and termination date only will appear.

Currently Selected Record: HPHC - Patient Information

Patient Demographic

Name: JOHN SMITH	Sex: Male
Address: 223 WINTHROP ST BROCKTON, MA 02301	Birth Date: 18 Aug 1948
	ID: HP147893100

Clinician/Caregiver Information

Name: R.Tharackal Ravindran	Effective Dates: 1 Jun 2015 - 9 Aug 2015	Phone: None
--	---	--------------------

6. Eligibility, claims, and referrals/auth links now appear under the current patient field. To access information for the selected patient, click on the appropriate link.

Conduct Eligibility Search

Subscriber Information

* Subscriber Name	First JOHN	Last SMITH
* Patient ID	Member # HP147893100	
As of	11/18/2019	Gender <input type="text"/>
* Requesting Provider	<input type="text"/>	<input checked="" type="radio"/> Name <input type="radio"/> Provider ID <input type="radio"/> Provider NPI
	<input type="text"/>	<input type="text"/>

SEARCH

Reminder: Providers can only access referral/auth transactions for which they are the requesting provider, the servicing provider, or the member’s PCP.

7. Enter requesting provider search criteria:

- Requesting provider’s name
- NPI

A screenshot of a web form. At the top, there are three radio buttons: "Name" (selected), "Provider ID", and "Provider NPI". Below this, the text "* Requesting Provider" is followed by a text input field containing "smith, john" and a red "SEARCH" button.

8. Click “Search” to find requesting provider.

A screenshot of the same web form as above. The "SEARCH" button is now highlighted in red, indicating it has been clicked.

9. Click “Select” to choose the correct requesting provider.

A screenshot of a table titled "Provider Search". The table has three columns: "Select", "Provider Name", and "Provider ID". The "Select" column contains a red "SELECT" button. The "Provider Name" column contains the text "Smith, John" with a blue underline. The "Provider ID" column contains the number "12058082".

Select	Provider Name	Provider ID
SELECT	Smith, John	12058082

Requesting provider search results appear.

10. Click “Search” to submit eligibility request.

Subscriber Information

* **Subscriber Name** First: JOHN Last: SMITH

* **Patient ID** Member #: HP147893100

As of 11/18/2019 **Gender** [dropdown]

Smith, John (Provider NPI: 1023085719)

* **Requesting Provider** [input] **SEARCH**

SEARCH **CLEAR**

Requesting provider details will populate the new 270 eligibility detail request screen.

11. The eligibility detail screen displays in-network, out-of-network, network not defined, non-covered services, deductible information, deductible information remaining, out-of-pocket maximum, out-of-pocket maximum remaining and additional information, using expandable/collapsible tables +/- as seen below.

Eligibility Detail as of Nov 18, 2019

Patient Information

Name: Mary Z. Smith **Birth Date:** Jul 5, 1953

Sex: Female **Member ID:** HP123456700

PCP: **Address:** 5 West Gate Dr
Bow, NH 03304

Phone: None

Benefit Plan Information

Carrier: **Eligibility/Benefit Start Date:** Jun 1, 2018

Product: NH PPO-Best Buy Tiered Copay LP **Eligibility/Benefit End Date:** Jun 30, 2018

Network: **Benefit Plan:**

Additional Information

+ In Network as of Nov 18, 2019

+ Out of Network As of Nov 18, 2019

12. In-network section displays applicable copays by service type.

Benefits with copays or coinsurance will be reported in the “in-network services” and “out-of-network services” tables. If a benefit for which Harvard Pilgrim is reporting member eligibility does not have a patient responsibility, it will not be reported in these tables. For a list of all benefits for which Harvard Pilgrim is reporting the member eligibility details, please see the “network not defined” table.

⊖ In Network as of Nov 18, 2019					
Benefit Description	Copay	Coinsurance	Ref/Auth Required	Benefit limit	Additional Information
Medical Care			N	Not Available	
Used Durable Medical Equipment		20%	N	Not Available	
Used Durable Medical Equipment	\$0		N	Not Available	
Durable Medical Equipment Purchase		20%	N	Not Available	
Durable Medical Equipment Purchase	\$0		N	Not Available	
Ambulatory Service Center Facility		0%	N	Not Available	
Ambulatory Service Center Facility	\$100		N	Not Available	
Durable Medical Equipment Rental		20%	N	Not Available	
Durable Medical Equipment Rental	\$0		N	Not Available	
Surgical			Y	Not Available	
Second Surgical Opinion			Y	Not Available	
Second Surgical Opinion		0%	Y	Not Available	PCP/Select Specialist
Second Surgical Opinion	\$25		Y	Not Available	PCP/Select Specialist

13. “Out-of-Network” section displays copays and coinsurance, if applicable.

⊕ Out of Network As of Nov 18, 2019				
Benefit Description	Copay	Coinsurance	Ref/Auth Required	Additional Information
Pharmacy			N	
Brand Name Prescription Drug - Formulary			N	
Mail Order Prescription Drug: Brand Name			N	
Mail Order Prescription Drug: Generic			N	
Generic Prescription Drug - Formulary			N	
Hospital - Emergency Accident		0%	N	
Hospital - Emergency Medical		0%	N	

14. “Network Not Defined” displays a list of all benefits for which Harvard Pilgrim is reporting member eligibility details.

+ Network Not Defined as of Nov 18, 2019		
Benefit Description	Benefit limit	Additional Information
Health Benefit Plan Coverage	Not Available	
Mental Health	Not Available	See Additional Info Below
Psychotherapy	Not Available	See Additional Info Below
Psychiatric - Inpatient	Not Available	See Additional Info Below
Psychiatric - Outpatient	Not Available	See Additional Info Below
Substance Abuse	Not Available	See Additional Info Below

+ Non-Covered Services			
Benefit Description	Covered In Network	Covered Out of Network	Covered Network Not Defined
Medical Care	Yes	No	N/A
Surgical	Yes	No	N/A
Consultation	Yes	No	N/A
Diagnostic X-Ray	Yes	No	N/A
Diagnostic Lab	Yes	No	N/A
Radiation Therapy	Yes	No	N/A
Anesthesia	Yes	No	N/A
Surgical Assistance	Yes	No	N/A
Used Durable Medical Equipment	Yes	No	N/A

15. “Additional Information” section displays information regarding behavioral health services coverage.

+ Additional Information
<p>Mental Health -</p> <p>United Behavioral Health P.o. Box 30602 Salt Lake City, UT 84130 Telephone: (888) 777-4742</p>
<p>Psychotherapy -</p> <p>United Behavioral Health P.o. Box 30602 Salt Lake City, UT 84130 Telephone: (888) 777-4742</p>

Variable Eligibility Search Criteria

Last Name Only Search

Patient Search

Conduct Patient Search

Last Name Member ID

Patient ?

(Last Name Example - Smith, John)

Note: Do not use this search method when searching for patients with common last names, such as, Smith, Jones, etc.

Last Name and First Initial Search

Do **not** leave any spaces before or after the comma.

Patient Search

Conduct Patient Search

Last Name Member ID

Patient ?

(Last Name Example - Smith, John)

The eligibility search results list displays only members, from the past 13 months, with this last name and a first name that begins with the initial submitted.

Patient Search Results							
	Name:	Sex:	Birth Date:	Address:	ID	Primary Care Provider	Sponsor
<input type="button" value="SELECT"/>	DOE, JAMES M.	M	22 Jan 1958	5 WASHINGTON ST BEDFORD MA 01730	HP067973100	McPhillips, Emily	HPHC
<input type="button" value="SELECT"/>	DOE, JANE	F	1 Jan 1969	123 MAIN STREET NEW YORK NY 10017	84930258971057300	Practitioner, Unspecified	HPHC

Full Patient ID # Search

Select "Member ID" and enter the full 11-digit number without any dashes.

Patient Search

Conduct Patient Search

Last Name Member ID

Patient ?
(ID Example - HP5555555,HP4444444)

PCP:

Search Filters

As of 📅

Gender

Birth Date:
(MM/DD/YYYY)

Age

The eligibility search results screen displays only the member that you have requested.

Partial Patient ID # Search

To view a list of all members covered on the policy, select "Member ID" and enter only the first 9 digits of the ID#. This can be helpful to identify the subscriber for a dependent child, etc.

Patient Search Results

	Name:	Sex:	Birth Date:	Address:	ID	Primary Care Provider	Sponsor
<input type="button" value="SELECT"/>	DOE, JAMES M.	M	22 Jan 1958	5 WASHINGTON ST BEDFORD MA 01730	HP067973100	McPhillips, Emily	HPHC

No Current Information Available

If you search for the patient’s eligibility as of today’s date and receive an ‘invalid request’ error, the patient may have been terminated. Search for the member under the “Office Management” section to view the patient’s policy effective dates.

Error

Invalid request.

Reject Reason: Unable to Respond at Current Time (42R)
Suggested Action: Please Correct and Resubmit (C)

Conduct Eligibility Search

Last Name Member ID:

Patient ?
(Last Name Example - Smith, John)

PCP:

Search Filters

As of 📅

Gender

Birth Date:
(MM/DD/YYYY)

Age

SEARCH CLEAR

	Name:	Sex:	Effective Dates	Birth Date:	Member ID:	Primary Care Provider
SELECT	SMITH, JOHN	F	3 Jan 2016- 30 Jun 2018	30 Mar 1967	HPP01234500	Practitioner, Unspecified