

Choice and Choice Plus for “Passport Connect”

Description

Choice and Choice Plus are two national products offered through Passport ConnectSM, an alliance between UnitedHealthcare and Harvard Pilgrim Health Care.



Passport Connect cards

Definity cards

Choice offers in-network benefits only, with no PCP or referral requirements.

Choice Plus offers both in-network and out-of-network benefits, with no PCP or referral requirements. Benefits and cost-sharing vary among employer groups.

Some members of the “Passport Connect from UnitedHealthcare and Harvard Pilgrim Health Care” can opt for a health reimbursement account (HRA) to accompany their Choice and Choice Plus products. The “Definity” HRA is offered through UnitedHealth Group.

Members are not required to make a copayment at the time of service, nor is it necessary for you to bill them for the copayment. The copayment will be included along with the payment you receive for services and reflected on your Explanation of Benefits (EOB) for providers.

Member ID cards show the logos of both UnitedHealthcare and Harvard Pilgrim Health Care. The bottom of the member ID card indicates the member’s product. Members who have opted for the HRA can be identified by their ID cards, which will reflect the Definity HRA designation, as shown. Other information shown on cards (such as the employer’s logo) may vary by employer group. For information regarding eligibility, specific benefits and/or cost-sharing, access online services available at www.UnitedHealthCareOnline.com (requires a user ID and password, call 866-842-3278) or call the physician/provider toll-free number at 800-708-4414.

Coordinated Responsibilities

Provider relationships and administrative services for members are handled as follows:

Management of:	In MA, ME, NH	In all other areas
Provider relationships (includes negotiating contract & reimbursement terms, credentialing, enrollment changes, and establishing payment policies)	Harvard Pilgrim	UnitedHealthcare
Member administrative services (includes eligibility, care coordination, and claims processing)	UnitedHealthcare	

Provider Networks

The following services, when elected by an employer group, are provided by the following provider networks:

Medical (MA, ME & NH)	Harvard Pilgrim Health Care	www.harvardpilgrim.org
Medical (outside MA, ME & NH)	UnitedHealthcare	www.UnitedHealthcareOnline.com
Chiropractic	American Chiropractic Network	800-873-4575
Vision (routine)	Spectera	877-372-4870
Dental (routine)	Dental Benefit Providers	800-445-9090
Behavioral health	United Behavioral Health	www.providerexpress.com
Pharmacy	Medco	800-922-1557
Transplant services	United Resource Network (URN)	888-936-7246 www.UnitedHealthcareOnline.com

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Member Cost-Sharing

To determine if a copayment, deductible or coinsurance applies to a specific service, go to United’s website at www.UnitedHealthcareOnline.com or call 800-708-4414.

Notification

In-Network (MA, ME, NH)

Notification requirements are available through UnitedHealthcare at www.UnitedHealthcareOnline.com or by calling 800-708-4414.

- Some medications may require approval to be eligible for coverage. A benefit notification list is available at www.UnitedHealthcareOnline.com or call 800-708-4414.
- The notification requirement for outpatient advanced imaging services does not apply to Passport Connect members.

Out-of-Network (Choice Plus Only)

- The member is required to notify UnitedHealthcare for out-of-network services.

Care Coordination/Disease Management

UnitedHealthcare/Optum manages care coordination and disease management programs and services in Harvard Pilgrim’s service area (MA, ME, NH). For more information, refer to www.UnitedHealthcareOnline.com.

Claims Coordination

Billing for Services

Follow Harvard Pilgrim payment policies and billing guidelines as outlined at www.hphc.org/providers.

Claims Submission

All claims processing is handled through UnitedHealthcare. Follow UnitedHealthcare. claims submission guidelines as outlined at www.UnitedHealthcareOnline.com. Claims must be submitted within 90 days from the date service is provided.

- *Electronic* All CMS-1500 professional claims must be sent through www.UnitedHealthcareOnline.com or through your billing vendor (use payer ID 87726). UB-04 institutional claims can only be submitted electronically through a billing vendor (use payer ID 87726). For EDI information, call the EDI hotline at 800-842-1109.
- *Paper* Mail to the address located on the back of the member’s ID card.

Claims Payment

Claims payment is made in accordance with Harvard Pilgrim payment policies and contract terms. An Explanation of Payment (EOP) containing the logos of both Harvard Pilgrim Health Care and UnitedHealthcare will accompany the reimbursement. If you have questions about payment, call UnitedHealthcare at 800-708-4414.

Claims Adjustment and Appeal

ADJUSTMENT

To request an adjustment on a claim, visit www.UnitedHealthcareOnline.com or call 800-708-4414.

APPEALS

To file a claim appeal, submit a written request to the address on the back of the member’s ID card.

Misdirected Claims

Claims sent to Harvard Pilgrim in error will be denied and returned to the provider.

PUBLICATION HISTORY

10/15/18 updated behavioral health contact information to www.providerexpress.com