

Plans Administered by Health Plans, Inc.

Information in this policy does not apply to members with the Choice or Choice Plus products offered through **Passport ConnectSM**. For UnitedHealthcare's related policies/procedures, please go to <http://www.UnitedHealthcareOnline.com> or call 800-708-4414.

Overview



Harvard Pilgrim products and services are available through Health Plans, Inc., a Harvard Pilgrim affiliate. Health Plans, Inc. is a regional third-party administrator that offers administrative and consulting services to health and benefit plan sponsors, including self-funded employers, associations of employers and union-negotiated programs.

Coordinated Responsibilities

Administrative services, including eligibility verification, care coordination and claims processing are provided by Health Plans, Inc. on behalf of Harvard Pilgrim and its affiliates, including HPHC Insurance Company, Inc.

Harvard Pilgrim is responsible for managing provider relationships, such as negotiating contract and reimbursement terms, credentialing and establishing payment policies.

Providing Services

Identifying Members

A distinctive tan member ID card, which includes both Harvard Pilgrim and Health Plans, Inc. logos, identifies Harvard Pilgrim products that are administered by Health Plans, Inc. In addition, the member identification number includes an "HH" prefix.

Benefits

Many self-funded employer groups customize the products they offer their members. Harvard Pilgrim products administered through Health Plans, Inc. may include benefits that differ from standard Harvard Pilgrim products. For information regarding eligibility, specific benefits, and/or cost-sharing, you may access the information via NEHEN, NEHENNet, EDI Direct connection for eligibility inquiry and response (in the HIPAA 270/271 transaction exchange) or by calling Health Plans, Inc. at 800-532-7575.

Cost Sharing

To determine if a copayment, deductible or coinsurance applies to a specific service, call Health Plans, Inc. at 800-532-7575.

Notification/Authorization

To provide HPI with notification and authorization information, call Health Plans, Inc. at 866-325-1550 or fax Care Management Services at 508-756-1382.

Care Coordination/Behavioral Health Management

Health Plans, Inc. manages care coordination on behalf of Harvard Pilgrim, including behavioral health care management services. Harvard Pilgrim members enrolled in products administered by Health Plans, Inc. have access to United Behavioral Health's network of providers. For more information, call Health Plans, Inc. Care Management Services at 866-325-1550.

Billing & Claims

Follow Harvard Pilgrim payment policies and billing guidelines as outlined in the *Provider Manual* at www.hphc.org/providers.

Claims Submission

Claims processing is handled through Health Plans, Inc. Submit claims using your provider tax identification number (TIN). Claims must be submitted within 90 days from the date service is provided.

ELECTRONIC

- Through Harvard Pilgrim—EDI Direct, *HPHConnect* for providers, NEHEN, NEHENNet (payer #04271)
- Through WebMD (payer #44273)

(continued)

MAIL

Health Plans, Inc.
P.O. Box 5199
Westborough, MA 01581

FAX

508-754-9664

Health Plans, Inc. Claims Call Center

Indicate that you are calling about a Harvard Pilgrim member. Call 800-532-7575, Mon.–Fri., 8:30 A.M.–5:00 P.M.

• Call for the following inquiries:

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|----------------------------------|-------------------------|
| - Benefit information | - Claims status |
| - Care coordination | - Copayment information |
| - Claims adjustments and appeals | - Eligibility |

For information regarding eligibility, specific benefits, and/or cost-sharing, you may access the information via NEHEN, NEHENNet, or EDI Direct connection for eligibility inquiry and response (in the HIPAA 270/271 transaction exchange).

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 and Health Plans, Inc. will accompany the reimbursement. If you have questions about payment, or if you are interested in receiving the 835 electronic Health Care Claim Payment/Advice, call Health Plans, Inc. at 800-532-7575.