

Harvard Pilgrim Health Care (Harvard Pilgrim) offers four Medicare Advantage plans — Harvard Pilgrim Stride<sup>SM</sup> Basic Rx (HMO), Stride<sup>SM</sup> Value Rx (HMO), Stride<sup>SM</sup> Value Rx Plus (HMO), and Stride<sup>SM</sup> Gain Rx<sup>SM</sup> (HMO) — to Medicare beneficiaries in 26 counties within **Massachusetts** (Barnstable, Bristol, Essex, Middlesex (partial), Norfolk, Plymouth, Suffolk, and Worcester), **Maine** (Androscoggin, Cumberland, Franklin, Kennebec, Knox, Sagadahoc, Waldo and York), and **New Hampshire** (Belknap, Carroll, Cheshire, Coos, Grafton, Hillsborough, Merrimack, Rockingham, Strafford and Sullivan).

## Plan Benefits

Harvard Pilgrim's Stride<sup>SM</sup> (HMO) plans offer comprehensive care benefits at an exceptional value compared to Original Medicare. Our Stride<sup>SM</sup> (HMO) plans offer members additional benefits, including:

- Choice of four plan options
- Routine care and wellness visits
- Inpatient hospital coverage
- Part D prescription drug coverage
- Robust hearing aid coverage (with copayments)
- Annual Wallet Benefit (except Gain Rx plan)/Fitness Benefit (only for Gain Rx)

## Recognizing Our Members and Verifying Eligibility

You can recognize Stride<sup>SM</sup> (HMO) Medicare Advantage members through their member ID card. The ID card includes the Harvard Pilgrim logo and the appropriate plan name. Check the front of the member's ID card for plan name, ID number, and cost-sharing information.



You must verify eligibility to determine coverage when scheduling an appointment and at the time of service. You can verify online through the Medicare Advantage Provider Portal ([www.harvardpilgrim.org/providers](http://www.harvardpilgrim.org/providers)) or by phone (888-609-0692).

## Requesting Authorizations

To request an authorization, please fill out the appropriate *Medicare Advantage Prior Authorization Request Form* found in the Access to Care section of the online *Medicare Advantage Provider Manual*. Fax completed forms to 866-874-0857. If you have any questions, please call the Medicare Advantage Provider Service Center at 888-609-0692. Providers can review the status of authorization requests via the Medicare Advantage Provider Portal at [www.harvardpilgrim.org/providers](http://www.harvardpilgrim.org/providers).

## Submitting Claims

The filing limit for Medicare Advantage claims is 365 days; providers should check their contract with Harvard Pilgrim to view the stipulated claims submission guidelines. Claims may be filed electronically or by paper.

### Electronically:

- Use payer ID #04245 for Harvard Pilgrim Stride<sup>SM</sup> (HMO) products
- Ensure that your clearinghouse can remit information to our trading partner EMDEON (800-845-6592)
- Use the billing name and address that Harvard Pilgrim has on record for you

<p><b>Submitting Claims</b></p>	<p><i>Paper:</i></p> <ul style="list-style-type: none"> <li>• Use the CMS-1500 claim form or the UB-04 claim form</li> <li>• Mail to: Harvard Pilgrim Health Care, Inc., c/o Stride Claims Processing, P.O. Box 151288, Tampa, FL 33684-1288</li> </ul> <p>For smooth claims processing, please verify member eligibility; review payment policies for referral/notification and billing/reimbursement in the <i>Medicare Advantage Provider Manual</i> before rendering services; submit complete, clean claims; submit claims only once; and check claims status.</p>
<p><b>Claims Appeals</b></p>	<p>Providers have the right to request claims adjustments or appeal claims. The time frame for appealing a claim denial is 90 days from the date of the denial on the explanation of benefits/payment. Per CMS guidelines, non-participating providers have 60 days from the date of denial on the explanation of benefits/payment. To file an appeal, submit the proper documentation to Medicare Advantage Provider Appeals, P.O. Box 690546, Quincy, MA 02269.</p>
<p><b>E-transactions and the Medicare Advantage Provider Portal</b></p>	<p>Harvard Pilgrim's easy-to-use Medicare Advantage Provider Portal (see below) supports a full range of transactions, including:</p> <ul style="list-style-type: none"> <li>• Verifying patient eligibility</li> <li>• Track claims</li> <li>• Review status of authorization requests</li> <li>• Checking member copayment amounts</li> </ul>
<p><b>Important Resources</b></p>	<p><b>Medicare Advantage Provider Portal</b>        You may register for the Medicare Advantage Provider Portal by visiting <a href="http://www.harvardpilgrim.org/providers">www.harvardpilgrim.org/providers</a> and clicking on the "Medicare Advantage" link. If you need assistance or have questions about the portal, call the Medicare Advantage Provider Service Center at 888-609-0692. Please use the Medicare Advantage Provider Portal for Stride<sup>SM</sup> (HMO) plans only. For all other Harvard Pilgrim products, continue to use existing provider tools, such as <i>HPHConnect</i> and <i>NEHEN</i>.</p> <p><b>Medicare Advantage Provider Manual</b>        The online <i>Medicare Advantage Provider Manual</i> represents the most up-to-date reference for providers participating in Harvard Pilgrim's Stride<sup>SM</sup> (HMO) network, including information on coverage, provider roles and responsibilities, credentialing and recredentialing, claims and billing, reimbursement methodology, and member rights and responsibilities. For other Harvard Pilgrim products, including our Medicare Enhance and Medicare Supplement senior plans, please refer to our commercial <i>Provider Manual</i>.</p> <p><b>Network Matters</b>        Posted online each month, this electronic provider newsletter provides 60-day advance notice of substantial changes. To receive your copy by email, go to <a href="http://www.harvardpilgrim.org/providers">www.harvardpilgrim.org/providers</a>, click on the <i>Network Matters</i> logo on the right and then click on "Register for email delivery of <i>Network Matters</i>."</p>
<p><b>Contacting Us</b></p>	<p>Harvard Pilgrim Medicare Advantage Provider Service Center — 888-609-0692, TTY: 711</p> <p>Hours: Oct. 1 – March 31, 8 a.m. to 8 p.m. (ET), 7 days a week        April 1 – Sept. 30, 8 a.m. to 8 p.m. (ET), Monday - Friday</p>