

Clinician review and feedback

Harvard Pilgrim develops clinical policies based on sound evidence to evaluate the medical appropriateness of health care services. All content is objective and based on current evidence and care guidelines. Policies are developed with consideration of individual needs and characteristics (e.g., age, comorbidities, prior treatment and complications), and the availability of services within the local delivery system.

Harvard Pilgrim welcomes input and feedback from practitioners who wish to advise or comment on HPHC's clinical policies and processes.

Policies are available at the following links:

- ❖ [Commercial Prior Authorization Medical Review Criteria](#)
- ❖ [Commercial Medical Policies](#)
- ❖ [Medicare Advantage STRIDE™ Prior Authorization Medical Review Criteria](#)

Providers who wish to review and provide clinical feedback on any medical policy are encouraged to contact our Medical Policy Team at: medical_policy_team@hphc.org

Emails to the Medical Policy Team should **NOT** contain PHI.

PLEASE NOTE: Medical Policy staff CANNOT answer questions related to HPHC reimbursement, provider contracts, benefits, claims, appeals, authorization requests, or member concerns. Staff will only communicate with physicians and other providers