

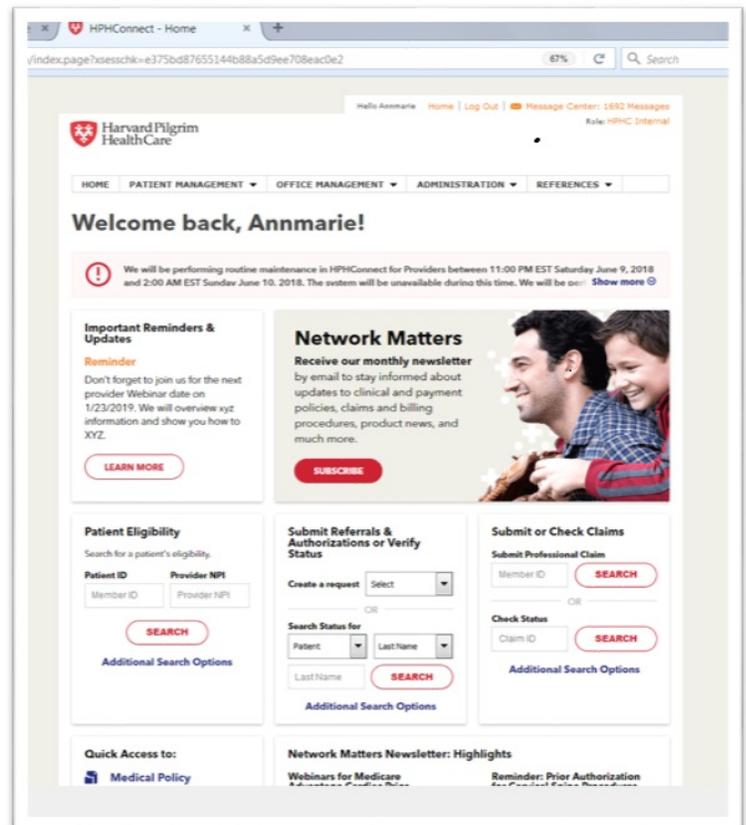
HPHCURRENT EVENTS

HPHConnect for Providers Updated with New Look and Functionality

If you haven't used *HPHConnect* for Providers lately we encourage you to [visit the portal](#) to see the New year, new look, greater convenience. On Feb. 1, we launched a new portal home page that offers greater convenience for users. You'll find the tools you use most frequently at your fingertips, with the home page featuring quick access to:

- Verifying eligibility
- Submitting referrals
- Checking authorization status
- Viewing claims status

As you can see in the image included, the home page also features the latest news, policy updates, and 60-day notices from our monthly provider newsletter *Network Matters* to keep you and your office staff up to date on everything you need to know. The toolbar at the top of the page will remain the same.



This change reflects our commitment to making it as easy and efficient as possible for you to do business with us. If you haven't signed up to use *HPHConnect* yet, visit our website today [to learn more](#) about this web-based transaction service and to [register today](#). ◆

2018 Physician Group Honor Roll Announced

Harvard Pilgrim would like to congratulate the 62 physician groups in Massachusetts, Maine, and New Hampshire named to our 17th annual Physician Group Honor Roll. The annual Honor Roll highlights physician groups that have achieved exceptional results in their approach to disease prevention and the treatment of acute and chronic illness for both adult and pediatric patients.

Harvard Pilgrim selected the Honor Roll physician groups based on clinical performance measured against NCQA's national HEDIS quality benchmarks in three domains of

clinical care: acute, chronic, and preventive care. Physician groups were identified as Honor Roll practices based on performance on 16 measures, such as appropriate treatment for children with upper respiratory infection, comprehensive diabetes care, and breast cancer screenings. Thirteen of the 62 practices on the Physician Group Honor Roll achieved “With Distinction” status, meaning they exceeded NCQA’s national 90th percentile in all domains of clinical care.

Honor Roll physician groups are noted in Harvard Pilgrim’s [Provider Directory](#), enabling members to evaluate and select providers based on quality and safety performance. To view the complete lists of this year’s recipients, and to learn more about Harvard Pilgrim’s methodology, please visit the [2018 Physician Group Honor Roll page](#). ♦

CLINICIAN CORNER

OFFICE ASSISTANT

Coding Program Launching in January for Medicare Advantage

Harvard Pilgrim Health Care has engaged Change Healthcare to support complete and accurate claims coding and to help reduce the burden of external medical record audits. Beginning this month for our Medicare Advantage plans, Harvard Pilgrim will use Change Healthcare’s Dx Gap Advisor in which providers review claims coding, where historical information supports a strong probability that a review will result in greater diagnosis coding accuracy.

For this program, claims will be screened using Dx Gap Advisor when they are received into the clearinghouse, before submission to Harvard Pilgrim, to identify any claims that do not include certain expected diagnoses based on previously submitted information — such as diagnoses documented in historical claims data or chronic conditions.

If claims require additional review, the submitter will receive a message indicating that further review is required to validate that the claims diagnosis codes are complete and accurate. Change Healthcare will also provide information about the patient’s prior diagnoses to make chart review more efficient.

The provider and coding staff may revise or add diagnoses or could determine that no changes are necessary. After the review is conducted, the provider must resubmit the claim within timely filing deadlines — regardless of whether any changes were made. If the claim is not resubmitted, it will not be processed and reimbursed appropriately.

If you have questions concerning a claim status message received at the point of claim submission, please contact Change Healthcare Customer Service at 844-592-7009 (option 3) or visit this [Google drive video](#) for more information about the program. ◆

***Network Matters* is a monthly newsletter for the Harvard Pilgrim provider network**

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