

Submitting Claims for Fidelity, Sedgwick, and Nielsen Members

Please keep the following information in mind regarding the correct process for submitting claims for Fidelity Investments, Sedgwick Claims Management Services, and Nielsen members. As a result of the partnership Health Plans, Inc. (HPI), a Harvard Pilgrim company, has with UnitedHealthcare and UMR, HPI manages claims from Massachusetts, New Hampshire and Maine providers for Fidelity, Sedgwick, and Nielsen members, whereas UMR manages claims from Connecticut, Rhode Island, and Vermont providers for these members. This took effect on Jan. 1, 2019.

MA, NH, and ME providers

If you are a provider based in Massachusetts, New Hampshire, or Maine, please submit claims for Fidelity, Sedgwick, or Nielsen members to Harvard Pilgrim via our usual e-channels (HPHConnect, NEHEN, or NEHENNet), and we will transfer the claim to HPI for processing.

Alternatively, you can send the claim to WebMD/Change Healthcare using HPI's EDI number (44273), or submit on paper by mailing to:

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

If you submitted a claim for these members to an incorrect address and received a rejection message, you must resubmit the claim to the appropriate address noted above to ensure receipt of claim and appropriate processing.

CT, RI, or VT providers

Connecticut, Rhode Island, or Vermont providers submitting claims for Fidelity, Sedgwick, or Nielsen members may send them to UMR electronically (EDI# 39026) or by mail to:

UMR
P.O. Box 30541
Salt Lake City, UT 84130-0541

Recognizing members

You can recognize members of the Fidelity, Sedgwick, and Nielsen plans by their ID cards, which display the Harvard Pilgrim logo on the front of the card and the HPI logo on the back (see the sample below). Please note that while HPI members typically are assigned member ID numbers beginning with HH, this is not the case for the Fidelity, Sedgwick and Nielsen members.

For your reference, the group numbers for these accounts is as follows:

- Fidelity Group # 76-413512
- Nielson Group # 76-413554
- Sedgwick Group # 76-413489



UMR A UnitedHealthcare Company

Issuer (80840) 911-39026-02

Member ID: 76413512 Group Number: 76-413512

Member:
AMY SAMPLE 00 MED

Dependents:
SPOUSE SAMPLE 01 MED
DEPENDENT SAMPLE 02 MED
DEPENDENT SAMPLE 03 MED

0718 Administered by UMR

This card does not guarantee coverage. Printed: 01-25-2018

Hlth Plan Support: Member.accolade.com 844-287-3861

For Providers: www.umar.com 844-849-5754

Call UMR Care Management at 866-494-4502 for plan required prior authorization.
FAILURE TO CALL FOR PRIOR AUTHORIZATION MAY REDUCE BENEFITS.
ME, NH & MA Claims: WEBMD Payor # 44273, Health Plans, Inc., PO Box 5199, Westborough, MA 01581
Outside ME, NH & MA Claims: EDI # 39026, UMR, PO Box 30541, Salt Lake City, UT 84130-0541

Optum Behavioral Health: www.optum.com 844-451-3522
FAILURE TO CALL FOR PRIOR AUTHORIZATION MAY REDUCE BENEFITS
Behavioral Health Claims: Optum Behavioral Svcs, PO Box 30757, Salt Lake City, UT 84130-0757

