

Senior Plans Guide to Provider Services

For detailed plan information, check our online Provider Manual at www.harvardpilgrim.org

Plans	Eligibility	Notification	Claims Submission	Claims Status Inquiry	Appeals
Medicare Advantage Includes Harvard Pilgrim Stride SM (HMO) and Stride SM of New Hampshire (HMO) Plans.	Verify online through the Medicare Advantage Provider Portal at www.harvardpilgrim.org/providers 888-609-0692	Submit referrals through the Medicare Advantage Provider Portal at www.harvardpilgrim.org/providers For authorization requests call the Medicare Advantage Provider Service Center at 888-609-0692 Review the status of authorization requests via the Medicare Advantage Provider Portal at www.harvardpilgrim.org/providers .	Submit online through the Medicare Advantage Provider Portal at www.harvardpilgrim.org/providers Use pay ID #04245. Ensure that your clearinghouse can remit information to our trading partner EMDEON 800-845-6592 Harvard Pilgrim Health Care c/o Stride Claims Processing P.O. Box 151288 Tampa, FL 33684-1288	Medicare Advantage Provider Portal at www.harvardpilgrim.org/providers 888-609-0692	Call 888-609-0692 for claim adjustments. For appeals mail to: Harvard Pilgrim Health Care c/o Stride Claims Processing P.O. Box 152229 Tampa, FL 33684-2229
Medicare Supplement	EDI Direct, <i>HPHConnect</i> , NEHEN and NEHENNet provider_callcenter@hphc.org 800-708-4414	Medicare Supplement does not require referrals, authorizations or notifications.	Submit to Medicare for all services rendered. Medicare forwards processed claims to Harvard Pilgrim.	EDI Direct, <i>HPHConnect</i> , NEHEN and NEHENNet provider_callcenter@hphc.org 800-708-4414	For Medicare covered services, follow the Medicare appeals process. For Harvard Pilgrim covered services, follow the standard appeals process. Harvard Pilgrim Health Care Medicare Supplement Claims P.O. Box 699183 Quincy, MA 02269-9183
Medicare Enhance	EDI Direct, <i>HPHConnect</i> , NEHEN and NEHENNet provider_callcenter@hphc.org 800-708-4414	Medicare Supplement does not require referrals, authorizations or notifications.	Submit to Medicare for all services rendered. Medicare forwards processed claims to Harvard Pilgrim.	EDI Direct, <i>HPHConnect</i> , NEHEN and NEHENNet provider_callcenter@hphc.org 800-708-4414	For Medicare covered services, follow the Medicare appeals process. For Harvard Pilgrim covered services, follow the standard appeals process. Harvard Pilgrim Health Care Medicare Supplement Claims P.O. Box 699183 Quincy, MA 02269-9183
Med Enhance Plan (CT)	EDI Direct and <i>HPHConnect</i> 866-691-8882	Med Enhance does not require referral, authorization, or notification for emergency or planned elective services.	Submit to Medicare for all services rendered. Medicare forwards processed claims to Harvard Pilgrim.	EDI Direct and <i>HPHConnect</i> 866-691-8882	For Medicare covered services, follow the Medicare appeals process. For Harvard Pilgrim covered services, follow the standard appeals process. Harvard Pilgrim Health Care Medicare Supplement Claims P.O. Box 699183 Quincy, MA 02269-9183