

Key Contacts for Physicians and Office Staff

Provider Service Center

Massachusetts, Maine and New Hampshire		
Email: provider_callcenter@hphc.org or call 800-708-4414:		
<p>1. For member IDs beginning with HP: Press 1</p> <p>2. For all numeric IDs: Press 2</p> <p>United Health Care Enter tax ID number to access voice-activated system.</p>	<p>After pressing 1, press the appropriate corresponding number to select one of the following:</p> <p>Members.....Press 1 NIA.....Press 2 EDI/Electronic Submission.....Press 3 Insurance Liability & Recovery.....Press 4 United Behavioral Health (UBH)....Press 5 HPHConnect Service Center.....Press 6 For all other inquiries, wait or.....Press 7</p>	<p>After pressing 7, verbally select one of the following:</p> <ul style="list-style-type: none"> • Verify coverage • Claims status • Referral or authorization • Appeal • Something else: <ul style="list-style-type: none"> - Benefits - Credentialing - Policy question - Contact us - Website - Something else
Connecticut		
Email: provider_callcenter@hphc.org or call 866-691-8882		
<ul style="list-style-type: none"> • Verify coverage.....Press 1 • Check claims status.....Press 2 • Check authorization.....Press 3 • Check appeals.....Press 4 • All other inquiries.....Press 5 		

Care Management

Call 888-888-4742, ext. 31035		
• Home health care	• Infusion and enteral therapy	• Private duty nursing
• Hospice care	• Inpatient concurrent review	• Skilled nursing facility care
• Hospital transfers		

Contracting Consultants or Provider Relations Consultants

Connecticut	877-594-7190
Massachusetts/Rhode Island	888-888-4742
Maine	888-476-2463
New Hampshire	800-544-9759

Additional Key Contacts

Behavioral Health Care Member referral line—888-777-4742	Health Plans, Inc.—800-532-7575
E Services/EDI Team—800-708-4414—Press 3	Harvard Pilgrim Member Services—888-333-4742
E Services/HPHConnect—800-708-4414—Press 6	National Imaging Associates—800-642-7543 Web site: www.radmd.com

If at any time you need to return to the Main Menu, say: **“Main menu.”**