



# 6 steps for getting started with Harvard Pilgrim Health Care

**Welcome to the Harvard Pilgrim provider network!** Getting started in our network is simple. Share this flyer with your office staff and follow the steps below to help get our partnership off to a smooth start.

## 1. **Begin at [www.harvardpilgrim.org/providers](http://www.harvardpilgrim.org/providers)**

Our provider website is home to a wealth of resources to support your practice, including provider manuals, user guides, pharmacy information, clinical and payment policies, disease management information, product pages, and more.

## 2. **Refer to our online welcome packet**

Make your first stop at [www.harvardpilgrim.org/providers](http://www.harvardpilgrim.org/providers) the "**Provider Welcome Packet**." Here, you can access handy references for doing business with Harvard Pilgrim, including a key contact list and one-page Quick Reference Guides, which include information on:

- Recognizing our members and verifying eligibility
- Making referrals
- Submitting notifications and requesting authorizations
- Billing and reimbursement
- Filing appeals...and much more.

## 3. **Go electronic with *HPHConnect***

Harvard Pilgrim's electronic tools support a full range of transactions, such as verifying patient eligibility; sending specialty referrals and receiving a timely response; submitting and tracking claims; and reviewing authorization requests. To register for *HPHConnect*, visit [www.harvardpilgrim.org/providers](http://www.harvardpilgrim.org/providers), call **800-708-4414 (option 6)**, or email [Provider\\_eBusiness\\_Services@hphc.org](mailto:Provider_eBusiness_Services@hphc.org).

## 4. **Register for electronic payment**

Through our partnership with Payspan, you can deposit your payments electronically to a bank account, receive electronic 835 ERAs and EOPs directly, and review current or past payments. Instructions for registering can be found at [www.harvardpilgrim.org/providers](http://www.harvardpilgrim.org/providers) by clicking on the "E-transactions" link and then the "Electronic Funds Transfer" link.

## 5. **Sign up for *Network Matters***

Our monthly online provider newsletter, *Network Matters*, provides 60-day advance notice of substantial changes in policies and procedures, billing updates, clinical policy information, and more. Visit [www.harvardpilgrim.org/providers](http://www.harvardpilgrim.org/providers) to view current and archived issues and to register to have an email copy sent to you each month.

## 6. **Get to know your provider support staff**

If you have any questions, our dedicated provider service staff are here to help. Our Provider Relations team provides training and education on policies, procedures, and new initiatives. They can also help you use online tools and resources, like *HPHConnect*. Refer to your online welcome materials for a complete list of Provider Relations Consultants.

**Our Provider Service Center is also available at 800-708-4414 to answer your questions and help you resolve any issues you may have.**

