

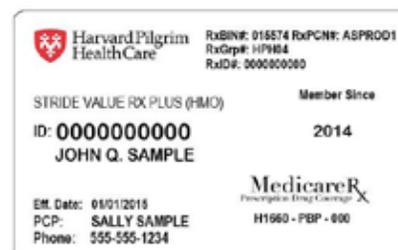
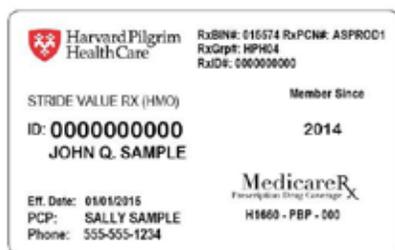
Harvard Pilgrim StrideSM (HMO) Medicare Advantage Plans

Available to eligible enrollees in Massachusetts, Maine and New Hampshire

Introduction

The Harvard Pilgrim StrideSM (HMO) Medicare Advantage Plans are offered to Medicare eligible individuals in Massachusetts, Maine and New Hampshire. StrideSM Value RX and StrideSM Value RX Plus are *Medicare and Prescription Drug* health plans. These products offers quality health care coverage and service with minimal out-of-pocket costs to members and enhanced benefits not covered under original Medicare. Please contact the Provider Services Department Monday through Sunday from 8:00 a.m. – 8:00 p.m., 7 days a week toll free at 888-609-0692 with questions regarding these programs.

Member Identification (ID) Card



Our member Identification Card (ID) will contain basic information you will need when providing covered services to our Medicare members. The member's Medicare Advantage (MA) ID card will indicate the member is a participant in Harvard Pilgrim's Medicare HMO product; however the Identification card itself does not ensure eligibility. When examining a member's ID card, it is important to note that each ID card shows:

- The member's personal identification number
- The ID number sequence that must be included with each claim submission
- The plan name (StrideSM Value RX (HMO) Plan or StrideSM StrideSM Value RX Plus (HMO) Medicare Advantage Plan).

For ease of submitting claims to Harvard Pilgrim please make a copy of the front and back of each patient's ID card to ensure that billing staff has access to the complete ID number shown on the card. If the entire ID number, including the three-digit alpha-prefix, is not captured and submitted correctly, providers may experience a delay in claim processing.

Remember: Do not use a member's Social Security Number for filing claims.

An ID card does not ensure current eligibility. Providers can verify eligibility by contacting Provider Services at 888-609-0692 or through the dedicated StrideSM (HMO) Medicare Advantage provider portal at www.hphc.org/providers.

Temporary Member ID

Harvard Pilgrim's policy is to issue member ID cards before a member's effective date of coverage whenever possible. If a member requires services before he/she receives a personal Harvard Pilgrim Medicare Advantage ID card, verify eligibility by contacting Provider Services at 888-609-0692. Providers can also log into the Medicare Provider Portal at www.hphc.org/providers to verify eligibility.

Compliance with Federal Requirements

Harvard Pilgrim has been awarded a contract with CMS to perform activities as a Medicare Advantage organization. In performing its duties as an Medicare Advantage organization, Harvard Pilgrim receives Federal payments and, as such, Harvard Pilgrim agrees to comply, and must ensure that all related entities, contractors, and subcontractors paid by Harvard Pilgrim comply, with all Federal laws applicable to those entities receiving Federal funds. The payments you receive from Harvard Pilgrim under this agreement for services rendered to Harvard Pilgrim's Medicare Advantage covered individuals are, in whole or in part, from Federal funds. Thus, you, as a recipient of said Federal funds, agree to comply with the following:

- Title VI of the Civil Rights Act of 1964 as implemented by regulations at 45 CFR part 84
- The Age Discrimination Act of 1975 as implemented by regulations at 45 CFR part 91
- The Americans with Disabilities Act
- Rehabilitation Act of 1973
- The Health Insurance Portability and Accountability Act of 1996 (HIPAA)
- Other laws applicable to recipients to Federal funds, and all other applicable laws and rules.

(continued)

PUBLICATION HISTORY

10/15/13	Original documentation
12/15/14	Reviewed; added 2015 product changes