

# Determining Eligibility

## Member Eligibility Inquiries

Verifying eligibility is essential to determine coverage, deductibles, and copayments. An ID card does not verify that the member's coverage is still in effect. Harvard Pilgrim recommends that providers verify member eligibility, electronically or by telephone, at the point of service. Ideally, eligibility should be verified:

- When the appointment is scheduled, and
- At the time of service, and again
- At the time billing occurs.

## Electronic Verification

### HPHConnect

To check patient eligibility using *HPHConnect*, go to [www.harvardpilgrim.org/providers](http://www.harvardpilgrim.org/providers) and select *HPHConnect*. You must be a registered user to access *HPHConnect*. For registration information go to [www.harvardpilgrim.org/providers](http://www.harvardpilgrim.org/providers) and select *HPHConnect*, or call the *HPHConnect* Service Center at 800-708-4414, option 6.

Thirteen months of eligibility is available online. You can validate eligibility for the current date or a prior date. Future eligibility cannot be guaranteed.

To check patient eligibility for a specific date of service, you will need:

- Member's identity (three options)
  - Last name (minimum of two letters required, full name may be used), or
  - Member Harvard Pilgrim ID number, or
  - Member Social Security number (The member's Social Security number does not appear on *HPHConnect*. However, if the provider knows it and uses it to inquire, *HPHConnect* can locate the member record.)
- Date of service

Member-specific benefit information including copayment and coinsurance, if applicable, is shown. *HPHConnect* will display member's eligibility for the specific date of service.

### NEHEN (New England Healthcare EDI Network)

To check patient eligibility using NEHEN, refer to your NEHEN documentation. You must be a member of the NEHEN network.

## Other Verification Options

To check patient eligibility by telephone or e-mail, contact the Provider Service Center:

**Phone:** 800-708-4414, option 2 (automated eligibility service)

**E-mail:** [provider\\_callcenter@point32health.org](mailto:provider_callcenter@point32health.org)

Provider Service Center representatives are available:

Mon.–Wed. and Fri.: 8:00 a.m.–5:00 p.m.; Thursday: 9:30 a.m.–5:00 p.m.

To check patient eligibility for a specific date of service, you will need the patient's:

- Name
- Date of birth
- Harvard Pilgrim member ID number

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