

# Claims Submission Guidelines

Information in this policy does not apply to members with the Choice or Choice Plus products offered through **Passport Connect<sup>SM</sup>**. For UnitedHealthcare's related policies/procedures, please go to [www.UnitedHealthcareOnline.com](http://www.UnitedHealthcareOnline.com) or call 866-314-8166.

## Paper Claims

Claim Type	Address
Commercial (HMO, POS, PPO) and Medicare Enhance (including ancillary and DME claims), Medicare Supplement, and Medicaid Reclamation	Harvard Pilgrim Health Care P. O. Box 699183 Quincy, MA 02269-9183
Replacement claim	
<i>Resubmission</i> — all provider appeals: corrected, duplicate and referral claim appeals, filing limit appeals, clinical and all other administrative appeals	
All behavioral health provider claims	United Behavioral Health/Optum P.O. Box 30602 Salt Lake City, UT 84130
Student Insurance	Harvard Pilgrim Health Care/ StudentResources P.O. Box 809025 Dallas, TX 75380-9025
DirigoChoice	Health Plans, Inc. P. O. Box 5199 Westborough, MA 01581

### Claims Requirements

#### Required Information

- Full patient name and date of birth
- Member's Harvard Pilgrim ID number
- Provider's National Provider Identifier (NPI)
- Referring provider's NPI
- Ordering physician's NPI for radiology, rehabilitation therapies, laboratory services and diagnostic testing services
- Provider's tax ID number (TIN)
- Complete service level information
  - Appropriate procedural coding (CPT, HCPCS, ICD-10, ADA)
  - Charge information (time and units)
  - Dates of service
  - Industry standard diagnosis code, for each service rendered
  - CMS defined industry-standard place of service codes

#### Standard Filing Limit

- 90 days from the date of service.
- Members may not be billed for services submitted after the filing limit.

#### Coordination of Benefits (COB)

- A copy of the primary insurer's Explanation of Payment must accompany COB claims submitted to Harvard Pilgrim.
- Claims must be submitted within each states specific COB filing limit from the EOB date (receipt of the primary payer's payment or denial).
  - Massachusetts, Rhode Island, and Vermont — 90-days from the EOB date
  - Connecticut — 365-days from the EOB date
  - Maine — 120-days from the EOB date
  - New Hampshire — 180-days from the EOB date

*(continued)*

**Motor Vehicle Accidents (MVA)**

Please see the *Motor Vehicle Accident Claims Policy* for specific MVA filing limit details.

**Electronic Claims**

Claim Type	Address
Commercial (HMO, POS, PPO) and Medicare Enhance (including ancillary and DME claims), Medicare Supplement, and Medicaid Reclamation	Harvard Pilgrim Health Care EDI Payer Code: 04271
Replacement claim	
<i>Resubmission</i> — all provider appeals: corrected, duplicate and referral claim appeals, filing limit appeals, clinical and all other administrative appeals	
All behavioral health provider claims	United Behavioral Health/Optum EDI Payer Code: 87726

For HIPAA-compliant claim submissions, any of our preferred e-transaction channels may be utilized: *HPHConnect*, *NEHEN*, *NEHENNet*, or EDI Direct to submit professional and institutional claims directly to Harvard Pilgrim.

**E Services Benefits:**

- State-of-the-art reporting
  - **File Acknowledgement:** Provides immediate confirmation that your claim file was received.
  - **Response Report:** Status of each claim is revealed — accepted or rejected — within 24-48 hours. Response Report can be downloaded and customized to meet your individual needs or use the *HIPAA 277ACK Health Care Claim Acknowledgement*.
  - **Electronic Remittance Advice:** An Explanation of Payment (EOP) that can be electronically posted to your billing system.
- Allows the ability to submit without the need for a clearinghouse and no transaction fees.

**EDI Service Team**

- Proven track record for HIPAA implementation.
- To learn more:
- Call 800-708-4414 (option 3).
  - Send an e-mail to [Provider\\_eBusiness\\_Services@hphc.org](mailto:Provider_eBusiness_Services@hphc.org).
  - Go to [www.harvardpilgrim.org/providers](http://www.harvardpilgrim.org/providers) and select e-transactions.

**PUBLICATION HISTORY**

01/01/12	removed First Seniority Freedom contact information
06/15/14	added Connecticut COB filing limit information
09/15/16	reviewed document; updated the paper claim submission information; updated the COB section; added new electronic claims submission information