

Harvard Pilgrim Health Care (Harvard Pilgrim) offers five Medicare Advantage plans — Harvard Pilgrim Stride<sup>SM</sup> Basic Rx (HMO), Stride<sup>SM</sup> Value Rx (HMO), Stride<sup>SM</sup> Choice Rx (HMO-POS), Stride<sup>SM</sup> Value Rx Plus (HMO), and Stride<sup>SM</sup> Gain Rx<sup>SM</sup> (HMO) — to Medicare beneficiaries in 26 counties within Massachusetts (Barnstable, Bristol, Essex, Middlesex (excluding ZIP Codes 01824, 01826 and 01863), Norfolk, Plymouth, Suffolk and Worcester), Maine (Androscoggin, Cumberland, Franklin, Kennebec, Knox, Sagadahoc, Waldo and York), and New Hampshire (Belknap, Carroll, Cheshire, Coos, Grafton, Hillsborough, Merrimack, Rockingham, Strafford and Sullivan).

## Plan Benefits

Harvard Pilgrim’s plans offer comprehensive care at exceptional value compared to Original Medicare. Our Stride<sup>SM</sup> (HMO)/(HMO-POS) plans cover everything original Medicare does, plus these additional benefits:

- Routine care and wellness visits
- No deductible for inpatient hospital stays
- Part D prescription drug coverage
- Supplemental benefits
  - An annual Wallet Benefit to help cover qualified health and wellness expenses such as a fitness tracker, fitness membership and classes, prescription eyewear, bathroom safety devices (and installation), acupuncture visits, massage therapy, and more\*
  - A yearly allowance for eligible over the counter (OTC) products, including incontinence supplies, toothbrushes, water flossers, and a digital scale
  - Routine dental coverage such as preventive services, periodontal maintenance, and fillings\*
  - Yearly exams to screen for vision and hearing changes
  - Coverage for hearing aids and batteries
  - Curb-to-curb transportation to and from non-emergency medical appointments\*

\*Benefits vary by plan

## Recognizing Our Members and Verifying Eligibility

You can recognize Stride<sup>SM</sup> (HMO)/(HMO-POS) Medicare Advantage members by their member ID card. The ID card includes the Harvard Pilgrim logo and the appropriate plan name. Check the front for plan name, member ID, and cost-sharing information.



You must verify eligibility to determine coverage when scheduling an appointment and at the time of service. You can do this online through the Medicare Advantage Provider Portal at [www.harvardpilgrim.org/providers](http://www.harvardpilgrim.org/providers) or by calling 888-609-0692 (TTY 711).

## Requesting Authorizations

To request an authorization, please fill out the appropriate Medicare Advantage Prior Authorization Request Form found in the Access to Care section of the online Medicare Advantage *Provider Manual*. Fax completed forms to 866-874-0857. If you have any questions, please call the Medicare Advantage Provider Service Center at 888-609-0692 (TTY 711). Providers can review the status of authorization requests via the Medicare Advantage Provider Portal at [www.harvardpilgrim.org/providers](http://www.harvardpilgrim.org/providers).

<b>Submitting Claims</b>	<p>The filing limit for Medicare Advantage claims is 365 days; providers should check their contract with Harvard Pilgrim Health Care to view the stipulated claims submission guidelines. Claims may be filed electronically or by paper.</p> <p><b>Electronic Claims:</b></p> <ul style="list-style-type: none"> <li>• Use payer ID #04245 for Harvard Pilgrim Stride<sup>SM</sup> (HMO)/(HMO-POS) products</li> <li>• Ensure that your clearinghouse can remit information to our trading partner EMDEON (800-845-6592)</li> <li>• Use the billing name and address that Harvard Pilgrim has on record for you</li> </ul> <p><b>Paper Claims:</b></p> <ul style="list-style-type: none"> <li>• Use the CMS-1500 claim form or the UB-04 claim form</li> <li>• Mail completed forms to Harvard Pilgrim Health Care, Stride Claims Processing, P.O. Box 93430, Lubbock, TX 79493</li> </ul>
<b>Claims Appeals</b>	<p>Providers have the right to request claims adjustments or appeal claims. Participating providers have 90 days from the date of the denial on the explanation of payment (EOP) to file an appeal, while non-participating providers have 60 days from the date of denial on the EOP (per CMS guidelines). To file an appeal, submit the proper documentation to Medicare Advantage Provider Appeals, P.O. Box 690546, Quincy, MA 02269.</p>
<b>The Medicare Advantage Provider Portal</b>	<p>Harvard Pilgrim’s easy-to-use Medicare Advantage Provider Portal (see below) supports a full range of transactions, including: verifying patient eligibility, tracking claims, reviewing prior authorization status, and checking member copays.</p> <p>Register for the Medicare Advantage Provider Portal by visiting <a href="http://www.harvardpilgrim.org/providers">www.harvardpilgrim.org/providers</a> and clicking on the “Medicare Advantage” link. If you need assistance, call the Medicare Advantage Provider Service Center at 888-609-0692 (TTY 711). Use the Medicare Advantage Provider Portal for Stride<sup>SM</sup> (HMO)/(HMO-POS) plans only; for all other Harvard Pilgrim products, please continue to use existing provider tools, such as <i>HPHConnect</i> and <i>NEHEN</i>.</p>
<b>Important Resources</b>	<p><b><i>Medicare Advantage Provider Manual</i></b></p> <p>The online Medicare Advantage <i>Provider Manual</i> represents the most up-to-date reference for providers participating in Harvard Pilgrim’s Stride<sup>SM</sup> network, including information on coverage, credentialing, claims and billing, and more. For other Harvard Pilgrim products, including our Med Enhance and Medicare Supplement plans, please refer to our commercial <i>Provider Manual</i>.</p> <p><b><i>Network Matters</i></b></p> <p>Posted online each month, this electronic provider newsletter provides 60-day advance notice of substantial changes. To receive your copy by email, visit <a href="http://www.harvardpilgrim.org/providers">www.harvardpilgrim.org/providers</a> and select the <i>Network Matters</i> link.</p>
<b>Contacting Us</b>	<p>Harvard Pilgrim Medicare Advantage Provider Service Center — 888-609-0692, TTY: 711</p> <p>Hours: October 1 - March 31, 8 a.m. to 5 p.m. (ET), 7 days a week        April 1 - September 30, 8 a.m. to 5 p.m. (ET), Monday - Friday</p>