



Clinician review and feedback

Harvard Pilgrim develops clinical policies based on sound evidence to evaluate the medical appropriateness of health care services. All content is objective and based on current evidence and care guidelines. Policies are developed with consideration of individual needs and characteristics (e.g., age, comorbidities, prior treatment and complications), and the availability of services within the local delivery system.

Harvard Pilgrim welcomes input and feedback from practitioners who wish to advise or comment on HPHC's clinical policies and processes. Policies are available in these sections of our provider website: Commercial Medical/Clinical Policies and Medicare Medical/Clinical Policies.

Providers who wish to review and provide clinical feedback on any medical policy are encouraged to contact our Medical Policy Team at: medical_policy_team@hphc.org

Emails to the Medical Policy Team should **NOT** contain PHI.

Please note: Medical Policy staff cannot answer questions related to Harvard Pilgrim reimbursement, provider contracts, benefits, claims, appeals, authorization requests, or member concerns. Staff members will only communicate with physicians and other providers.