

## Stride<sup>SM</sup> (HMO)/(HMO-POS) Medicare Advantage

Harvard Pilgrim Health Care (Harvard Pilgrim) offers four 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), and Stride<sup>SM</sup> Value Rx Plus (HMO) – to Medicare beneficiaries in eight counties within **New Hampshire** (Belknap, Cheshire, Grafton, Hillsborough, Merrimack, Rockingham, Strafford, and Sullivan). Premiums range from \$0 for the Basic Rx plan to more than \$100 for the Value Rx Plus plan, which is our only Stride<sup>SM</sup> product offered in Strafford County.

### Plan Benefits

Harvard Pilgrim's plans offer comprehensive care at a better value than Original Medicare. Our Stride<sup>SM</sup> (HMO)/(HMO-POS) plans cover everything Original Medicare does, including routine care and wellness visits, plus these additional benefits:

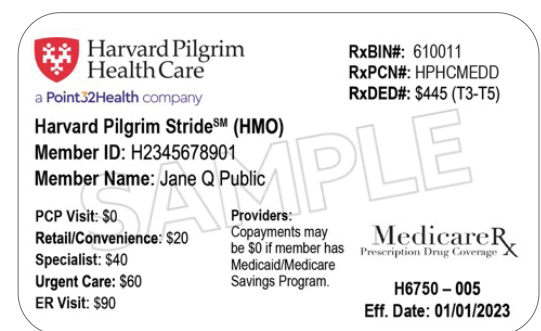
- No referrals
- No deductible for inpatient hospital stays or outpatient services
- Annual limit on members' out-of-pocket costs
- Skilled nursing facility stays without prior hospital admission needed
- Part D prescription drug coverage with enhanced formulary
- An annual Wallet Benefit to help cover qualified health and wellness expenses such as a fitness tracker; fitness membership or classes; memory fitness program or app; prescription eyewear; bathroom safety devices and installation; equipment for exercising, bodywork, or mind-body therapies at home; subscriptions to apps and/or online programs for physical exercise, bodywork, and/or mind-body therapies at home; massage therapy; routine/preventive acupuncture and chiropractic visits, and more.\*  
*Refer to the Wallet Benefit Addendum for a complete list of covered items and services available on our website at [www.harvardpilgrim.org/stridedocuments](http://www.harvardpilgrim.org/stridedocuments).*
- A yearly allowance for eligible over-the-counter (OTC) products, including incontinence supplies, toothbrushes, water flossers, and a digital scale.  
*Refer to the OTC Brochure for a complete list of covered items available on our website at [www.harvardpilgrim.org/stridedocuments](http://www.harvardpilgrim.org/stridedocuments).*
- Annual reimbursement for the cost of preventive and diagnostic, basic, and major dental services. Orthodontics and implants are excluded.\*  
*Refer to the Dental Benefit Addendum for a complete list of covered services available on our website at [www.harvardpilgrim.org/stridedocuments](http://www.harvardpilgrim.org/stridedocuments).*
- Yearly exams to screen for vision and hearing changes
- Coverage for hearing aids and batteries
- Non-emergency medical transportation for members who need door-to-door service but not basic or advanced life support. **NOTE:** This is a different benefit than non-emergency ambulance transportation.

\* Benefit amount varies by plan. Members must pay out-of-pocket for covered items/services and then submit a claim for reimbursement.

### 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 of the member's ID card 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).



Harvard Pilgrim Health Care  
a Point32Health company

Harvard Pilgrim Stride<sup>SM</sup> (HMO)  
Member ID: H2345678901  
Member Name: Jane Q Public

PCP Visit: \$0  
Retail/Convenience: \$20  
Specialist: \$40  
Urgent Care: \$60  
ER Visit: \$90

Providers:  
Copayments may be \$0 if member has Medicaid/Medicare Savings Program.

RxBIN#: 610011  
RxPCN#: HPHCMEDD  
RxDED#: \$445 (T3-T5)

Medicare<sup>R</sup>  
Prescription Drug Coverage

H6750 – 005  
Eff. Date: 01/01/2023

**Member & Provider Services: 888-609-0692**  
TTY: 711 Website: [www.harvardpilgrim.org/medicare](http://www.harvardpilgrim.org/medicare)  
Pharmacies call 855-524-0382 for support

Authorization may be required for non-emergency care. Please call or visit online for more information. Paper claims may be submitted to the plan for:

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|--|--|--|
| Behavioral Health<br>PO Box 30760<br>Salt Lake City UT<br>84130-0760 | Dental Services<br>Reimbursement Only.<br>Members use dental<br>form on our website. | Medical Services<br>PO Box 211067<br>Eagan, MN<br>55121-2467 |
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**Optum Rx<sup>®</sup>** EDI Payer ID: 04245

## Requesting Authorizations

To request 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).

## Submitting Claims

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.

### Electronic Claims

- Use payer ID #04245 for Harvard Pilgrim Stride<sup>SM</sup> (HMO)/(HMO-POS) products
- Ensure that your clearinghouse can remit information to our trading partner Change Healthcare (800-845-6592)
- Use the billing name and address that Harvard Pilgrim has on record for you

### Paper Claims

- Use the CMS-1500 claim form or the UB-04 claim form
- Mail completed forms to:  
Harvard Pilgrim Health Care, Inc.  
c/o Stride Claims Processing  
P.O. Box 211067  
Eagan, MN 55121

For smooth claims processing, please verify member eligibility; review payment policies for referral/authorization and billing/reimbursement in the *Medicare Advantage Provider Manual* before rendering services; submit complete, clean claims; submit claims only once; and check claims' status regularly.

## Claims Appeals

Providers have the right to request claims adjustments or appeal claims. The time frame for appealing a claim denial is 90 days from the date of the denial on the explanation of payment. Per CMS guidelines, non-participating providers have 60 days from the date of denial on the explanation of payment. To file an appeal, submit the Stride Medicare Advantage Provider Appeal Form with proper documentation via fax to 617-509-4225 or mail to Medicare Advantage Provider Appeals, P.O. Box 690546, Quincy, MA 02269.

## The Medicare Advantage Provider Portal

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
- Checking member copays

You may register for the Medicare Advantage Provider Portal by visiting [www.harvardpilgrim.org/providers](http://www.harvardpilgrim.org/providers) and clicking on the "Medicare Advantage" link. If you need assistance or have questions about the portal, call the Medicare Advantage Provider Service Center at 888-609-0692 (TTY 711). You should 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 *HPHConnect* and *NEHEN*.

## Important Resources

### Medicare Advantage Provider Manual

The online Medicare Advantage Provider Manual represents the most up-to-date reference for providers participating in Harvard Pilgrim's Stride<sup>SM</sup> network, including information on coverage, provider roles and responsibilities, credentialing and re-credentialing, claims and billing, reimbursement methodology, and member rights and responsibilities. For other Harvard Pilgrim products, including our Med Enhance and Medicare Supplement plans, please refer to our commercial *Provider Manual*.

### Insights and Updates for Providers

Posted online each month, this electronic provider newsletter provides 60-day advance notice of substantial changes related to Point32Health's Harvard Pilgrim Health Care and Tufts Health Plan products. To receive your copy by email, go to [www.point32health.org/provider](http://www.point32health.org/provider), click on "Insights and Updates for Providers" and then click the Subscribe button on the right side of the page, under "Receive Insights and Updates for Providers by email."

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## Contacting Us

Harvard Pilgrim Medicare Advantage Provider Service Center:  
888-609-0692 (TTY 711)

Oct. 1 – March 31, 8 a.m. to 5 p.m. (ET), 7 days a week  
April 1 – Sept. 30, 8 a.m. to 5 p.m. (ET), Monday – Friday

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