

Behavioral Health

Quick Reference Guide for Providers

Information to support you in caring for Harvard Pilgrim Health Care commercial members



We're pleased that you're part of the Harvard Pilgrim Health Care behavioral health network! Supporting you in caring for our commercial, Medicare Enhance, and Medicare Supplement members is part of our commitment to offering a positive provider experience. Keep this reference material handy to guide you through common transactions. We look forward to working with you and your staff on behalf of all patients in need of behavioral health services!



Using our secure, self-service portal

HPHConnect offers convenience and security at your fingertips, enabling you to perform the following transactions online:

- Submit claims and find the status of a claim
- Verify patient eligibility
- Send/receive specialty referrals
- Provider notification
- Submit/receive authorization
- Access a variety of reports

Register today at hphcproviders.healthtrioconnect.com. Or you can call 800-708-4414 or email Provider_eBusiness_Services@point32health.org for assistance.

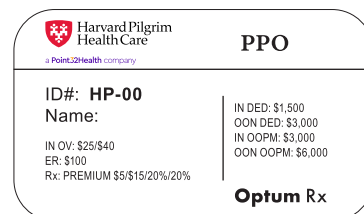


Recognizing our members and verifying eligibility

You can recognize Harvard Pilgrim members with their member ID card. View our member ID guide in our Provider Manual (found online at www.harvardpilgrim.org/provider).

You can also verify member eligibility in the following ways:

- Through HPHConnect (hphcproviders.healthtrioconnect.com)
- By contacting the Provider Service Center either by phone at 800-708-4414 or email at provider_callcenter@point32health.org
- Through NEHEN (New England Healthcare EDI Network) if you are a NEHEN member.



Requesting authorizations

To learn more about services that require authorization, refer to our Medical Necessity Guidelines (www.harvardpilgrim.org/provider/prior-authorization). You may request authorization in one of the following ways:

- Via HPHConnect (hphcproviders.healthtrioconnect.com)
- By contacting the Provider Service Center by phone at 800-708-4414
- Sending requests by fax to 800-232-0816.

When behavioral health insourcing occurs for Harvard Pilgrim commercial plans on Nov. 1, 2023, open authorizations obtained from Optum/UBH will be honored through their expiration date.

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Claims information

For dates of service beginning Nov. 1, 2023, providers should bill Harvard Pilgrim Health Care directly. For complete information, please refer to the [Claims Submission Guidelines Policy](#) in the commercial Provider Manual.

The standard filing limit for commercial claims is 90 days. Check your contract and the Claims Submission section of the commercial [Provider Manual](#) for more information. Claims may be filed electronically or by paper, and you can quickly and easily check claims status using [HPHConnect](#).

Electronic claims

- Use payer ID #04271 for Harvard Pilgrim Health Care plans.
- Use the billing name and address that Harvard Pilgrim has on record for you.
- Submit via [HPHConnect](#) or EDI/trading partner.

Paper claims

- While electronic submission is recommended, you may send paper claims to Harvard Pilgrim Health Care, P.O. Box 699183, Quincy, MA 02269-9183.

Negative balances

- You can access negative balance reports via [HPHConnect](#).
- For questions on negative balances, email AR_Negative_Balance@point32health.org.

Refund reports & checks

- You can access refund reports via [HPHConnect](#).
- When submitting a refund to Harvard Pilgrim Health Care, please send the refund check to Harvard Pilgrim Health Care, P.O. Box 3672, Boston, MA 02241.



How to find important information

Start at www.harvardpilgrim.org/provider **for:**

- [Provider Manual](#)
- [Forms](#)
- [Medical Necessity Guidelines](#)
- [Medical Benefit Drug Medical Necessity Guidelines](#)
- [Payment Policies](#) (including policies for Behavioral Health and Substance Use and Autism)
- [Pharmacy resources](#)
- [Resource Center](#)—including instructions for Electronic Funds Transfer (EFT) sign up

Point32Health's provider pages at www.point32health.org/provider also offer valuable news and updates.



How to stay informed

- View the latest issue of our monthly newsletter [Insights and Updates for Providers](#) and sign up for email delivery at www.point32health.org/provider/news/.
- Join us for an in-person, virtual, or recorded training session.
- Visit www.point32health.org/provider/training/ for an up-to-date schedule of available training sessions.

As always, the Harvard Pilgrim Health Care Provider Service Center is available at 800-708-4414 to assist with questions or issues.

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