



# AAHAM NH/VT

## Harvard Pilgrim Health Care Presentation

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**June 7, 2019**

# Today's discussion

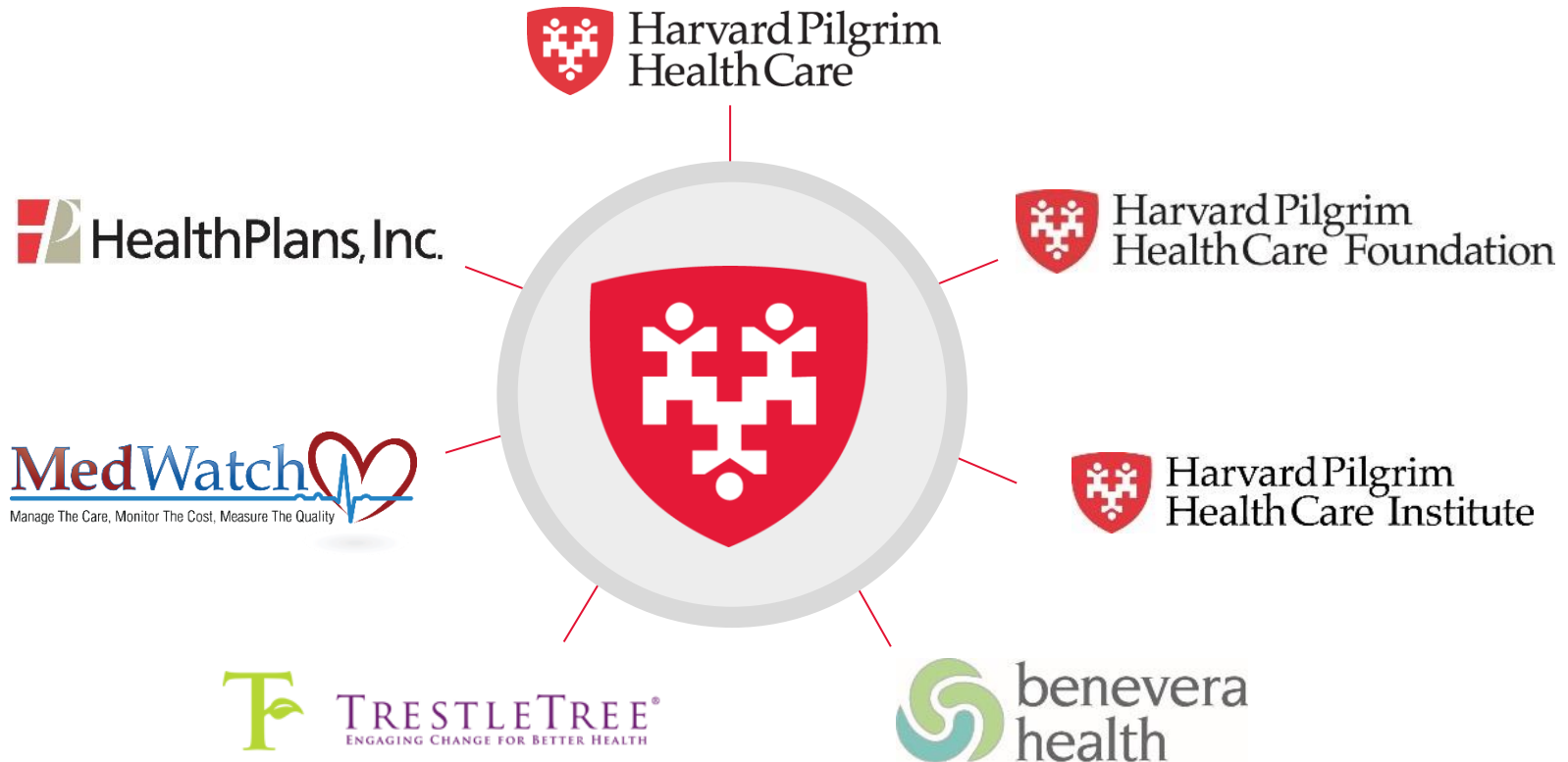
- 1.** About Harvard Pilgrim
- 2.** Focused on Network Experience
- 3.** Focused on Quality
- 4.** Products and Network
- 5.** Policy and Procedure Updates
- 6.** Resources and Tools



## **Our Mission**

**“To improve the quality and value of health care for the people and communities we serve”**

# Our family of companies guides members to better health



# Our breakthrough campaign addressing healthcare industry challenges



Get healthy. Get **HaPi.**



# Who we are

**ENGAGED  
EMPLOYEES**

**THINK BIG**

**WORK  
TOGETHER**



**Founded by Doctors** 50 years ago

**Michael Carson** President & CEO

**3 million** customers in New England and beyond.

Commitment to **service** and improvement

Ready, willing and able to **guide** members and providers through health care complexities

**Innovative** approach to population health that's improving health outcomes and reducing costs

Our **commitment to the communities** we serve is driven by the passion of the Harvard Pilgrim Health Care Foundation.

# Harvard Pilgrim Foundation

Est. 1980

\$145M Funds

\$2.8M Grants



3,824

hours served  
in local  
communities



\$609,450

in mini-grants  
donated to local  
non-profits



22

teams served in  
a department  
service day



400

children  
engaged in  
healthy eating  
workshops

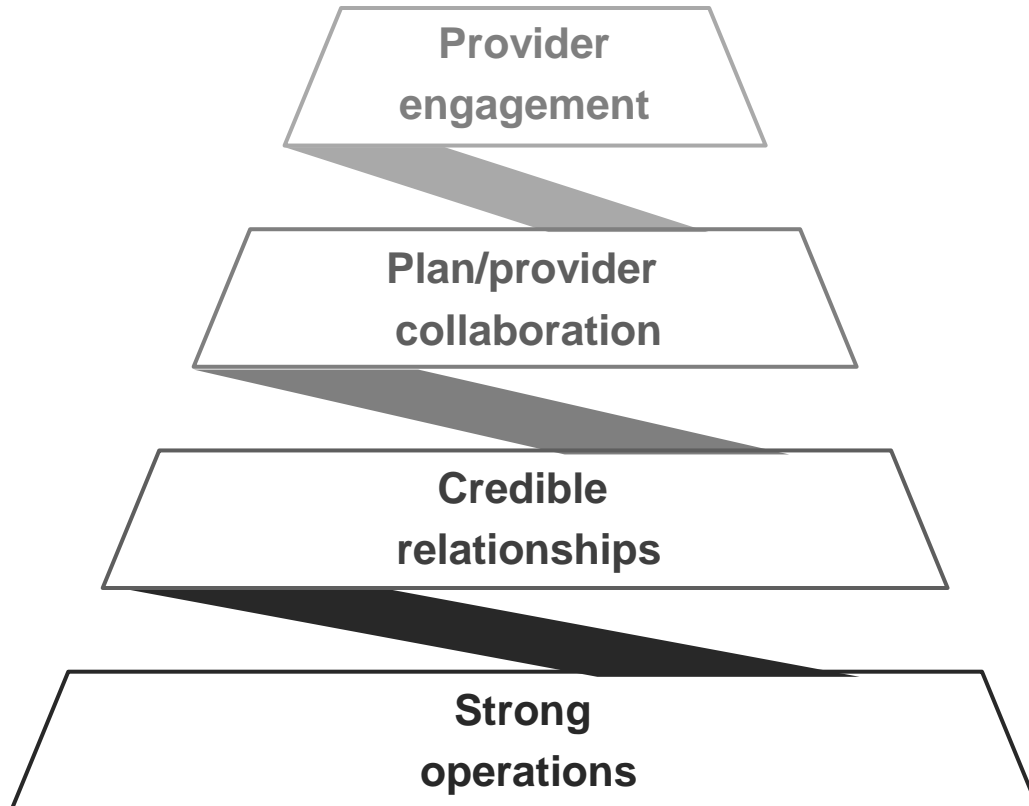
As a local not-for-profit, Harvard Pilgrim Health Care's heart and soul are exemplified by the passion and actions of the Harvard Pilgrim Health Care Foundation.

# Focused on Network Experience

# Network Experience



# A strategy focused on supporting our network



## Let's Net**Work** Together Regional Meetings

Watch for upcoming meeting events throughout 2019

**Continuous Improvement**  
Updating systems, process, and policy

**A New *HPHConnect***  
Striving to make it as easier for you to access the information you need

# What's Up Next with HPHConnect



## Enhanced Features

- Faster access to transactions you use most
- Access to resource information all in one place
- Smoother search capabilities time saving templates
- Increased usability
- Easy access to information

# Welcome back, Helen!

## Tell Us What You Think!

We recently updated this page with a new design and would like to hear how we did. Complete our brief survey and be entered into a drawing for a \$25 gift card!

[TAKE THE SURVEY](#)

## Network Matters

Receive our monthly newsletter by email to stay informed about updates to clinical and payment policies, claims and billing procedures, product news, and much more.

[SUBSCRIBE](#)



## Member Eligibility

Verifying eligibility is essential to determine coverage. Conduct a search by member name or ID number to find information on member's PCP, eligibility for certain dates of service, benefits, copayments, and coinsurance.

[SEARCH](#)

## Submit Referrals & Authorizations or Verify Status

Create a request

Select



OR

Search Status for

Patient



Last Name



Last Name

[SEARCH](#)

[Additional Search Options](#)

## Submit or Check Claims

Submit Professional Claim

Member ID

[SEARCH](#)

OR

Check Status

Claim ID

[SEARCH](#)

[Additional Search Options](#)

# HPHConnect: New Resource Page

## Learn More About:

- Provider Changes
- Eligibility & Benefits
- Payment Policies
- Medical Necessity Authorizations
- Billing & Claims
- Appeals

- Select a resource
- Resource Center**
  - Join the Network
  - Medical Management
  - E-transactions
  - HPHC Connect
  - Pharmacy
  - For Your Patient
  - News Center
  - Office Support
  - Products
  - Provider Manual
  - Medicare Advantage
  - Research & Teaching
  - Resources & Tools

## Resource Center

### News & Updates

Stay up-to-date on important news:

[READ THIS MONTH'S NETWORK MATTERS](#)

Or [search our archives](#) for previous articles.



### I want to learn more about:



### Commonly used resources:

<b>Manuals</b> <ul style="list-style-type: none"><li>Commercial Provider Manual</li><li>Medicare Provider Manual</li><li>HPHConnect User Guides</li><li>Referral/Authorization Chart (Commercial)</li></ul>	<b>E-Transactions</b> <ul style="list-style-type: none"><li>837I/837P Health Care Claim (Institutional/Professional)</li><li>835 Electronic Remittance Advice</li><li>270/271 Eligibility Inquiry &amp; Response</li><li>276/277 Claims Status Inquiry &amp; Response</li><li>Electronic Funds Transfer (EFT)</li></ul>	<b>Forms</b> <ul style="list-style-type: none"><li>Commercial Forms</li><li>Medicare Forms</li><li>HCAS Provider Enrollment</li><li>Provider Change Form</li><li>Prior Authorization Request Forms (Commercial)</li></ul>
<b>Pharmacy</b>	<b>Medicare Advantage</b>	<b>Vendor Partners</b>

# Provider Manual Restyle

[Find a provider](#)[Contact Us](#)[About Us](#)[Help](#)[SIGN UP FOR HPHCONNECT](#)[LEARN MORE](#)[PROVIDER LOGIN](#)

## Select a resource

[Join the Network](#)[Medical Management](#)[E-transactions](#)[HPHC Connect](#)[Pharmacy](#)[For Your Patient](#)[News Center](#)[Office Support](#)[Products](#)[Provider Manual](#)[Medicare Advantage](#)[Research & Teaching](#)[Resources & Tools](#)[Referral/ Authorization Reference Guide](#)[Home](#) > [Providers](#) > [Provider Manual](#)

## Provider Manual

The online Provider Manual represents the most up-to-date information on Harvard Pilgrim products, programs, policies and procedures. Information found online may differ from your print version. Contact Provider Relations at 1-800-708-4414, if you have questions. Please view the [Important Provider Manual Information](#).

### Looking for the Medicare Advantage Provider Manual?

[Medicare Advantage Provider Manual](#) ▶

### Commercial Manual

#### Network Ops & Care Delivery Mgmt.

Local Care Unit (LCU) and Primary Care Provider (PCP) roles, credentialing, and care management.

[View Resources](#) ▶

#### Member Care

Information on member rights and responsibilities, determining eligibility, and collecting member payment.

[View Resources](#) ▶

#### Product & Product Administration

Information on HPI, Inc. (third party administrator) and a range of products including the Harvard Pilgrim HMO, POS, PPO, national plans and senior plans.

[View Resources](#) ▶

#### Referral, Notification & Authorization

Policies and procedures related to referral, notification and authorization.

#### eServices & Online Solutions

Policies and procedures for Harvard Pilgrim's Web-based transaction service, HPHConnect.

#### Billing & Reimbursement

Electronic and paper submissions, account reconciliation, and claim submission guidelines.



## Log in to Harvard Pilgrim

**Username**

**Password**

**LOG IN**

[Forgot your username?](#) | [Forgot your password?](#)

### Registration Information

- [Registration User Guides and Forms](#)
- [Enrollment Form](#)

Click the link below that best represents your practice for detailed information on how to register and links to the documents you will need.

- [Contracted Clinicians, Facilities, and Ancillary Providers](#)
- [Non-Contracted Clinicians, Facilities, and Ancillary Providers](#)
- [Billing Agencies and Third-Party Representatives](#)

**Need help with your account?** Contact Provider eBusiness Services team at: [\(800\) 708-4414](tel:8007084414) (option 1, option 6), [Provider\\_eBusiness\\_Services@HarvardPilgrim.org](mailto:Provider_eBusiness_Services@HarvardPilgrim.org)

### Contact Our Provider Service Centers

#### Provider Service Center

[\(800\) 708-4414](tel:8007084414)

MONDAY - WEDNESDAY, FRIDAY 8 AM - 5 PM  
THURSDAY 8:30 AM - 5 PM

For additional provider contacts, please refer to our [Key Contacts Directory](#) ↕

#### Medicare Advantage Plan

[\(888\) 609-0692](tel:8886090692)

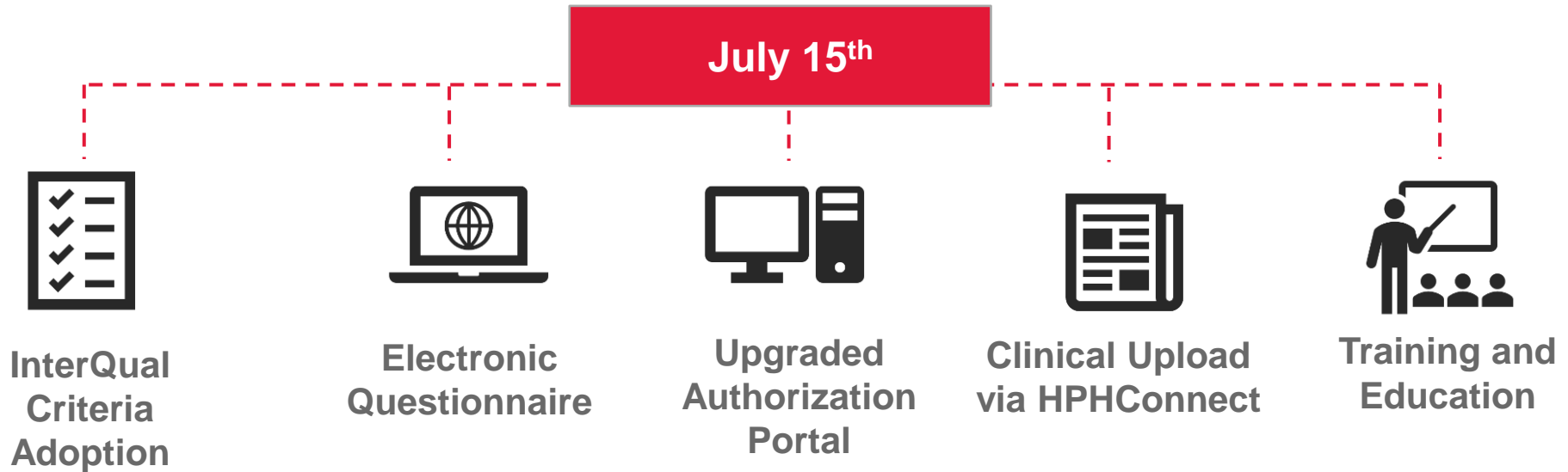
OCTOBER 1 - MARCH 31 8 AM - 8 PM 7 DAYS A WEEK  
APRIL 1 - SEPTEMBER 30 8 AM - 8 PM MONDAY - FRIDAY

# Referral & Authorization Upgrade

## Good to Great

- ✓ A commitment to improving **provider experience**
- ✓ Fresh, **intuitive** design
- ✓ Greater **simplicity**, fewer fields
- ✓ Smart searches for **quicker** entry
- ✓ Savable **Templates** for frequently used requests
- ✓ Interactive **question tool** supporting Medical necessity

# Electronic Authorization & Use of InterQual



## Medical Policy with New Questionnaire

- Breast Surgeries
- Bronchial Thermoplasty
- Chest Wall Deformities
- Panniculectomy/Removal of Redundant Tissues
- Gynecomastia
- Endoscopic Sinus Surgeries
- Eye Procedures
- Skin Procedures
- Nasal Procedures

# Focus on Quality

# Quality Grants

**\$20M**

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19 years  
290 Grants

## **Mission**

Improve the quality and value of health care for the people and communities we serve

## **2019 Focus**

**Clinical Practice Transitions**

**Impacting opioid crisis**

**Appropriate use of ER**

**Alternative methods of chronic pain management**

**Behavioral Health integration**

**Removing barriers to healthcare**

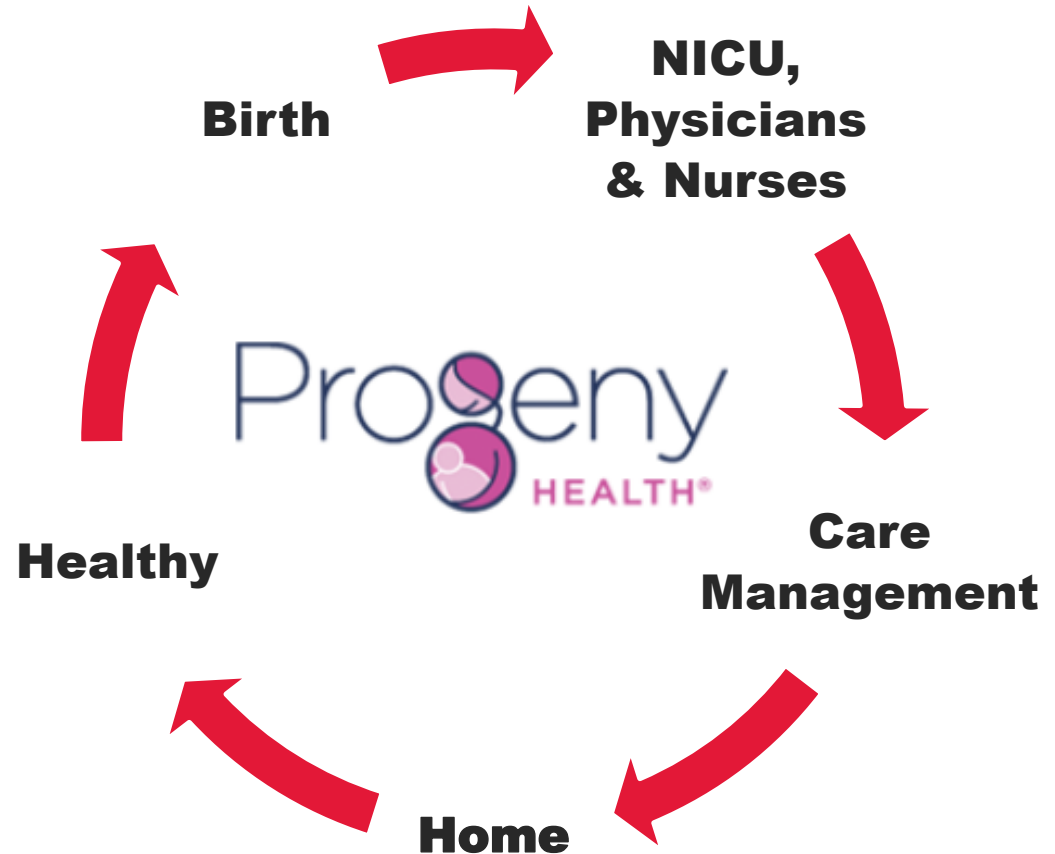
**Other practice innovations or projects**

**46 grants applications received for 2019**

# ProgenyHealth and Harvard Pilgrim partner on neonatal care management

## What's it all About

- June 1<sup>st</sup> 2019
- Progeny's team of: Neonatologists, Pediatricians, and Neonatal RN will work closely with hospital NICU's to perform Care Management, UM, and discharge planning.
- Value – promote healthy outcomes for newborns who are premature and have medically complex cases.



# Behavioral Health virtual visits can improve access to quality, timely, convenient care

## Virtual Visits are here

Access the Optum Live and Work Well website at [www.liveandworkwell.com/](http://www.liveandworkwell.com/) for a “Virtual Visit” referral and to schedule the appointment online

### For Members

- Virtual visits through Doctor On Demand
- Appointments available within five days
- Call 888-777-4742 to refer your Harvard Pilgrim patient to an Optum “Virtual Visit” provider.

### For Providers

- Optum’s Provider Express website includes overview of the Express Access
- Access the Live and Work Well website at [www.liveandworkwell.com/](http://www.liveandworkwell.com/) for a “Virtual Visit” referral and to schedule the appointment online.

# Products & Network

# Harvard Pilgrim Health Care Network

## All

- Providers: 78,813
- Hospitals: 182
- PCPs: 12,832
- Ancillary: 2,278

## National (United)

- Providers: 775,000
- Hospitals: 5,500

## Medicare

- Providers: 23,124
- Hospitals: 74
- PCPs: 4,781
- Counties: 20

## Rhode Island

- Providers: 5,078
- Hospitals: 10
- PCPs: 681

## Vermont

- Providers: 2,572
- Hospitals: 10
- PCPs: 423

## Connecticut

- Providers: 16,547
- Hospitals: 29
- PCPs: 2,744
- Ancillary: 459



## Maine

- Providers: 7,857
- Hospitals: 33
- PCPs 1,389
- Ancillary: 280

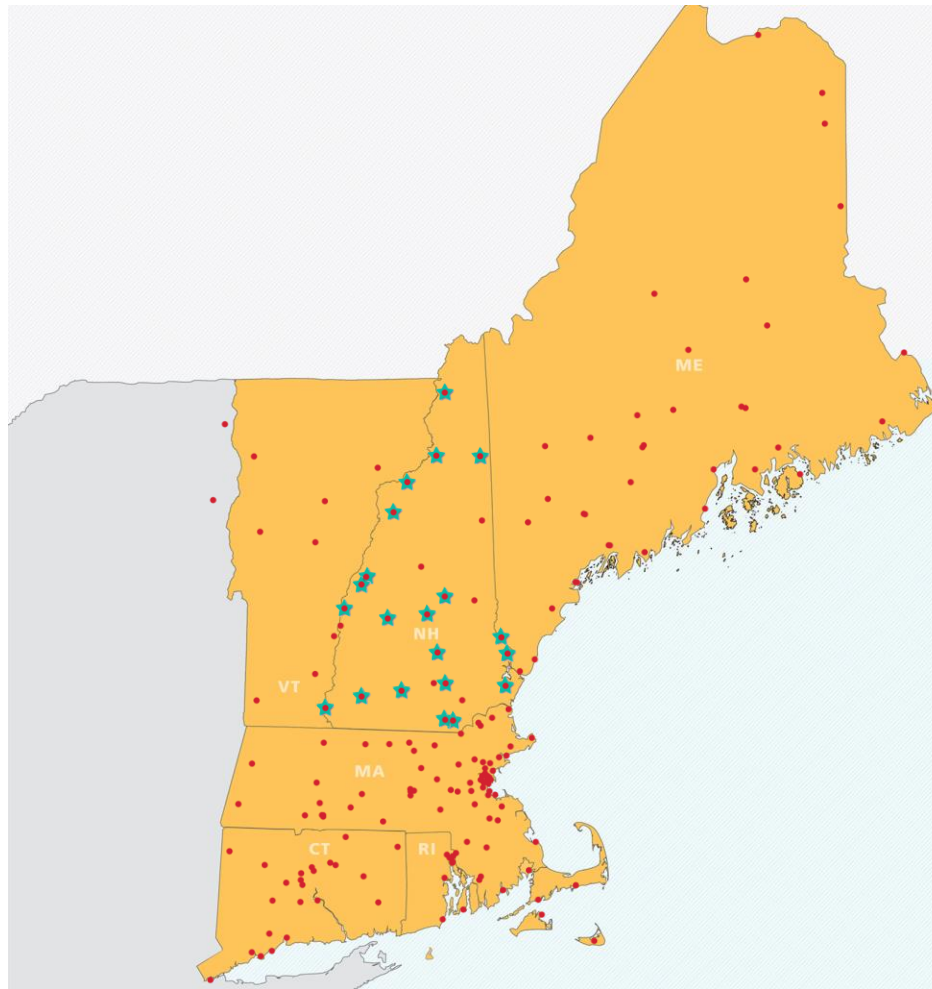
## New Hampshire



- Providers: 6,887
- Hospitals: 26
- PCPs: 1,273
- Ancillary: 300

## Massachusetts


- Providers: 40,205
- Hospitals: 73
- PCPs: 6,322
- Ancillary: 1,239

# Network Options: Choice and Savings





-  **Full network:**  
 Access to all participating NE providers and hospitals

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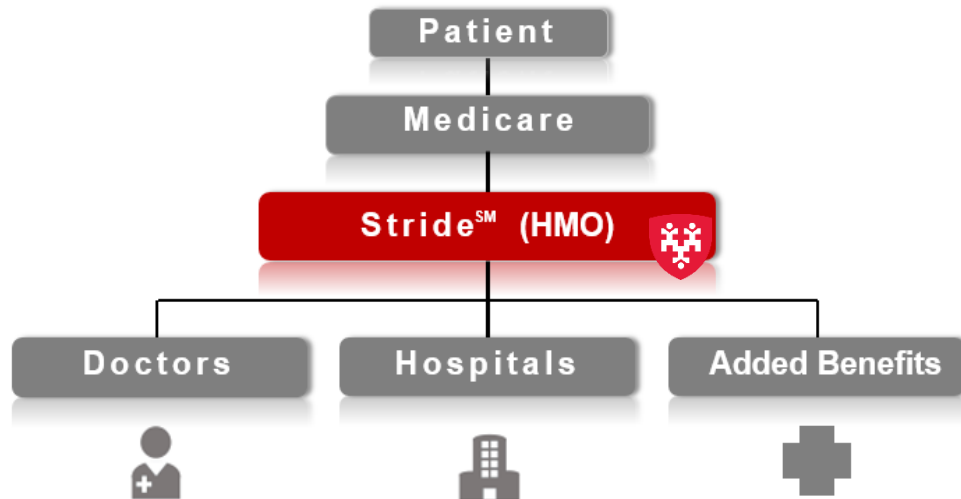
-  **Select network – ElevateHealth:**  
Premium savings when using select NH providers and hospitals


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-  **Tiered network – ElevateHealth Options:**  
 Full network access plus savings option when using ElevateHealth network providers and hospitals

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

**30<sup>+</sup> Years Experience**  
*with providing care to Medicare beneficiaries*



→  Harvard Pilgrim Health Care

RxBIN#: 015574 RxPCN#: ASPROD1  
 RxGrp#: HPH04  
 RxID#: 0000000000

Member Since

STRIDE (HMO) | 2014

ID: 0000000000  
 JOHN Q. SAMPLE

Medicare<sup>Rx</sup>  
 Prescription Drug Coverage X  
 H1660 - PBP - 000

Eff. Date: 01/01/2014  
 PCP: SALLY SAMPLE  
 Phone: 555-555-1234

## Important Tips

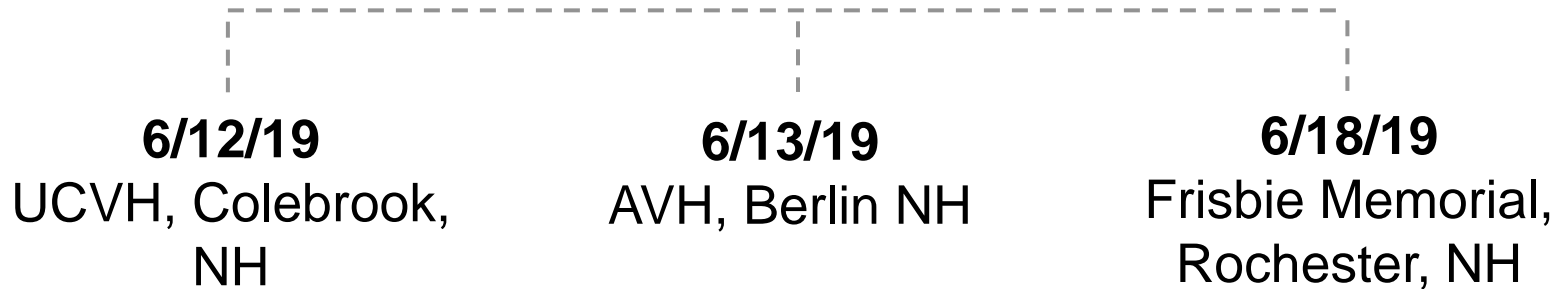
- Provider service line 888-609-0692, M-F 8:30-5:00p
- NH Counties; Carroll, Cheshire, Grafton, Hillsborough, Merrimack, Rockingham, Strafford, Sullivan
- Visit our website to view all Medicare Advantage supportive resources

# Medicare Advantage Important Reminders



- Updated 2019 Stride Quick Reference Guide available on our website
- **Balance Billing is prohibited: Stride (HMO) Medicare Advantage Plan:** Only applicable cost share may be collected for covered services.

## Upcoming Medicare Member Informational Meetings



# Policies & Procedures

# Cardiac Non-Emergent Diagnostic and Interventional Procedures

Requiring Authorization Effective July 1<sup>st</sup>

- Cardiac Resynchronization Therapy
- Implantable Cardioverter Defibrillator
- Pacemaker Insertion
- Transthoracic Echocardiography
- Transesophageal Echocardiography
- Stress Echocardiography
- Heart Catheterization

## Reminders

Make requests via:  
NIA ([www.RadMD.com](http://www.RadMD.com))  
800-642-7543.

## Additional Resources

[Checklist](#)

[FAQ](#)

[Quick Guide](#)

[Tip Sheet](#)

[Clinical Guidelines](#)

[Utilization Review Matrix](#)

[Register here for a webinar](#)

# Billing



## Important Updates & Reminders

### Anesthesia & Pain Management

#### July 1<sup>st</sup>

Reimbursement for 18 years or older when billed with a pain management service & another surgical Procedure

Codes: 00300; 00400; 00600; 01935-01936; 01991-01992; 99152-99153; and 99156-99157

### Modifiers reimbursement

#### July 1<sup>st</sup>

AS at 14% of applicable rate

SA at 85% of the supervising physician

### Flu Vaccine HomeCare

#### August 1<sup>st</sup>

Homecare Fee scheduled updated

#### Reminder

#### Modifier 91

Append when a lab is repeated same patient and day

# July 1st Drug Updates



## Important Updates & Reminders

### Medical Drugs via Specialty Pharmacy

Specific medical drugs obtained via specialty pharmacy require prior authorization through CVS Health-NovoLogix

### Hemlibra

Dates of service beginning July 1 new criteria added to policy. Authorizations granted for 6 months only.

### Khapzory, a levoleucovorin

Now covered for members of our commercial plans.

### Reminder:

NDC codes required when submitting drug codes. Refer to HPHC Injectable and Implantable Outpatient Drug Payment Policy.

# August 1st Drug Updates



## Important Updates & Reminders

### FDA Supported Dosing & Frequency recommendations

Updates to list of medical drugs subject to claim dosing and frequency claim edits for Commercial members.

### Vonvendi and Parsabiv

Now covered with prior authorization

### Reminder

#### Naloxone and Narcan

Generic Naloxone syringes and vials have no member cost share with Premium and Value formularies and a quantity limit of four units per 30 days.

# Clinical Required for Additional Outpatient Advanced Imaging

**July 1<sup>st</sup>**

## **Radiology Services**

- Brain CT
- Sinus CT
- Brain MRI
- Lumbar Spine CT
- Cervical Spine MRI
- Hip MRI
- Abdomen CT
- Abdomen and Pelvis CT
- Heart PET Scan
- PET Scan

## **Online Authorization & Clinical Guidelines**

[www.radMD.com](http://www.radMD.com)

## **Phone Requests**

Require a bar-coded customized fax coversheet supplied by NIA (1-800-642-7543)

## **Reminders**

- Urgent requests 1-800-642-7543)
- Assistance: NIA Provider Service  
[teamAJSabino@magellanhealth.com](mailto:teamAJSabino@magellanhealth.com)
- Additional information found at Harvard Pilgrim Network Matters or via [FAQ](#)

# Provider Data Accuracy

## Making Changes

Complete Change Form

Send to: [PPC@harvardpilgrim.org](mailto:PPC@harvardpilgrim.org)

**Keeping provider information up-to-date is vital to:**

- Provider directory accuracy
- Member satisfaction & Assignment
- Member assignment
- Claims reimbursement
- Required By: CMS, DOI, NCQA, CAHPS

## CAQH Direct Assure

**Implementing Direct Assure<sup>®</sup>, a CAQH solution**

- Centralized process for provider review of demographic data and report changes
- DirectAssure<sup>®</sup> works in concert with CAQH ProView, an online database that most providers already use

***NOTE:*** Provide advance notice of any demographic changes. Review your data quarterly and inform us of any updates!

# We value your feedback and time

**We listen** – through our satisfaction surveys, our call centers, provider relations teams, provider advisory meeting and other means of feedback



**We're committed to making things faster and easier with:**



**More member information**

We added more details to rejections:

- First & Last Name
- Date of Birth
- Gender
- Patient Address



**More resources for reading EOP's**

- Refunds returned & used
- Forward balance created, used, remaining
- Transfers
- Write-offs



**More time for replacement claims**

- Replacement claims 90 days from EOP date

# Resources & Tools

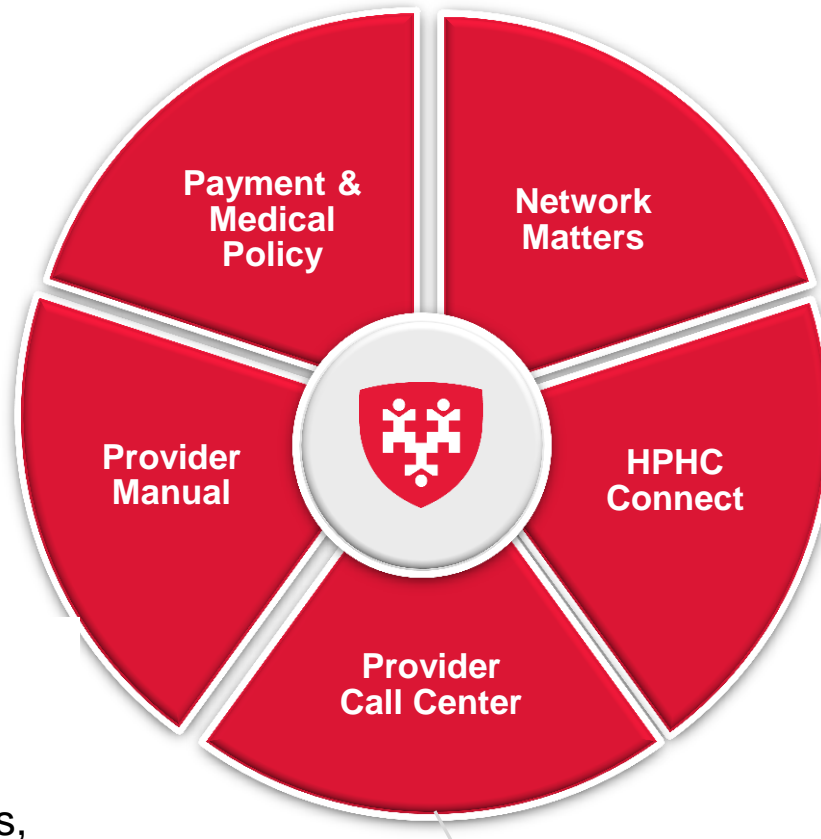
# Provider Tool Kit

## Review prior to rendering service

- Up-to-date policy information
- UM criteria

## Tools at your finger tips

- 24/7 access to eligibility, claims, auths & referrals
- User guides
- Provider reports
- ERA



## News & Updates

- Vendor update
- Policy changes
- Best practices
- Claims updates
- 60 day notifications

## Information you need

- Billing guidelines
- Product information
- Pharmacy info
- Referral & authorization policies
- EFT

**Need more help?**

**800-708-4414**

[Provider\\_callcenter@hphc.org](mailto:Provider_callcenter@hphc.org)

# Member Eligibility and PCP Verification

## When to verify

- Prior to service
- At the time of service

## Good Practice

- Ask member if plan changed
- Check ID card
- Verify PCP on record

## How to Verify

- EDI-Direct HPHConnect, NEHEN, & NEHENNet
- Provider\_callcenter@hphc.org
- Phone: 800-708-4414

### Quick Tip

Check out how to do a batch request using one of our electronic options





# Reminders for Successful Billing and Reimbursement



## Tips for smooth claims processing:

Keep in mind that claims corrections are treated as replacements

Plan	Electronic	Mail
HPHC: HMO, POS, PPO	EDI-Direct, HPHConnect, NEHEN NEHENNet, Vendor – payer #04271	Harvard Pilgrim Health, PO Box 699183 Quincy, MA 02269-9183
Medicare Enhance	Submit to Medicare and Medicare will submit to HPHC	
Medicare Advantage	Harvard Pilgrim Health Care Inc C/O Stride Claims Processing, P.O. 151288 Tampa FL, 33684-1288 Payer ID 04245	
Access America Plans & Passport	Medical Claims – Payer ID #39026	United Health Shared Services, P.O. Box 30783, Salt Lake City, UT 84130-0783
Student Insurance Plan	Change Health Care – payer #74227	Harvard Pilgrim Health Care, Student Resources, P.O. Box 809025, Dallas, TX 75380-9025
HPHC Plans administered by HPI	EDI-Direct, HPHConnect, NEHEN NEHENNet, Vendor – payer #04271	Health Plans, Inc. P.O. Box 5199 Westborough, MA 01581

# Reminders cont..

## Notification Reminders:

- Elective
- Emergent/Urgent Admission
- Surgical Day
- NICU
- PT, OT, SP & Sleep equipment

## Authorization Reminders:

Prior auth required for:

- Outpatient advanced imaging
- Sleep Study/Therapy
- Behavioral Health
- Hip/Knee/Shoulder

*See website to review all authorization, notification, and referral requirements*

Plan	Electronic & Mail Contact Information
HPHC: HMO, POS, PPO	HPHConnect, NEHEN NEHENNet, F: 800-232-0816, P:800-708-4414 Behavioral Health P: 888-777-4742
Medicare Enhance & Supplement	Does not require referral, notification, or authorization
Medicare Stride	See Stride Requirements found on <a href="#">Stride Prior Auth Pages</a> . Medicare Advantage F: 866-874-0857, P: 888-609-0692 <a href="https://www.harvardpilgrim.org/portal/page?_pageid=253,3125993&amp;_dad=portal&amp;_schema=PORTAL">https://www.harvardpilgrim.org/portal/page?_pageid=253,3125993&amp;_dad=portal&amp;_schema=PORTAL</a>
Access America Plans & Passport	<a href="http://www.uhis.com">www.uhis.com</a> or Phone:800-6935254
Student Insurance Plan	Does not require pre-admission notification. Confirm referral requirements with member. Student Resources 800-977-4698 (member responsible for referral)
HPHC Plans administered by HPI	Fax: 508-756-1382 or Phone: 866-325-1550

[https://www.harvardpilgrim.org/portal/page?\\_pageid=253,162329&\\_dad=portal&\\_schema=PORTAL](https://www.harvardpilgrim.org/portal/page?_pageid=253,162329&_dad=portal&_schema=PORTAL)

# Contact Information



## Connect via Email

Around the clock access to the tools & services you need to manage patients



## Connect Online via HPHC Connect

Around the clock access to the tools and services you need to manage your patients



## Provider Call Center 800-708-4414

Help with complex issues, claims queries, benefit information, and reimbursement



## Provider Relations

Provider training and education on policies, procedures, and new initiatives



# Questions?

 Get healthy. Get **HaPi.** 