

Point32Health

Twin States All Payer Meeting

June 9, 2023

Agenda

- Point32Health Integration Updates
- Provider Websites:
 - Point32Health
 - Harvard Pilgrim Health Care
- News and Resources
- Tools and Resources
- Appendix

Harvard Pilgrim Health Care and Tufts Health Plan Have Combined


- The name of our parent organization is **Point32Health**.
 - Inspired by the 32 points on a compass, **Point32Health** represents the role the organization plays in helping people find their version of healthier living through a broad range of health plans and tools that make navigating health and wellbeing easier.
- While Point32Health is the name of our parent organization, the **Harvard Pilgrim Health Care** and **Tufts Health Plan** brands will continue to appear in the marketplace.
 - **Continue to follow the existing processes for each legacy health plan.**

Point32Health



Point32Health

Our purpose is to guide and empower healthier lives for everyone, by working differently.

			
Improved Access for All	Innovation	Enhanced Experiences	Healthier Living
Offering Commercial, Senior and Public Plans that deliver accessible and affordable quality care to everyone — no matter their age, health or income.	Improving health care by creating new concepts that improve health outcomes, increase affordability, impact policy and help more people.	Rethinking existing standards to make every part of the health care experience simpler, smarter and more seamless from start to finish.	Holding an all-encompassing view of health and health care to help support and guide members and communities to their best version of well-being.

Integration Information for Providers

Integration [FAQs](#) and information about the following topics can be found on the [Point32Health provider website](#):

- Products
- Billing and Reimbursement
- Pharmacy
- Medical Management and Continuity of Care
- Behavioral Health
- Electronic Tools
- Contracting
- Provider Support and Training

We are also hosting integration webinars that will help you stay up-to-date on the latest news and updates. For more, please visit the [Provider Training](#) section of Point32Health's provider [website](#).



Reminder: Product Integration

- Point32Health evaluated products offered by Harvard Pilgrim Health Care and as a result, our Commercial business has moved to a more unified product portfolio and certain products are integrated.
- Members of Tufts Health Plan Commercial Massachusetts products started to migrate to Harvard Pilgrim Health Care Commercial products beginning January 1, 2023.
- Transitions will continue on each employer group's renewal date and will continue throughout 2023 and 2024.
- All members who are changing plans will receive a new member ID card prior to their effective date.
- We encourage providers to continue to check eligibility and benefits using our online provider tools.

OptumRx: Point32Health's Pharmacy Benefit Manager - Effective January 1, 2023

- Point32Health has selected OptumRx as the pharmacy benefit manager for all products, effective January 1, 2023.
- OptumRx offers convenient and affordable access to prescription medications to members through a comprehensive retail, specialty and home delivery pharmacy network.
- Point32Health will continue to manage its own pharmacy programs, including drug formularies and the development of utilization management criteria.
- For more information, please refer to this [press release](#).
- Updated information will be available on the provider website and published in [Insights and Updates for Providers](#).

Our Insourced Behavioral Health Program

- To achieve our primary goal of creating a best-in-class program for our combined membership, Point32Health will offer an insourced behavioral health program.
- Our behavioral health coverage and programs, including utilization and care management, will be delivered through Point32Health's own internal functions and behavioral health team.
- With an anticipated effective date of Fall 2023, the insourced behavioral health program will utilize a whole-health network of both medical and behavioral providers, emphasizing highly coordinated care management and outreach that connects behavioral health and physical health.

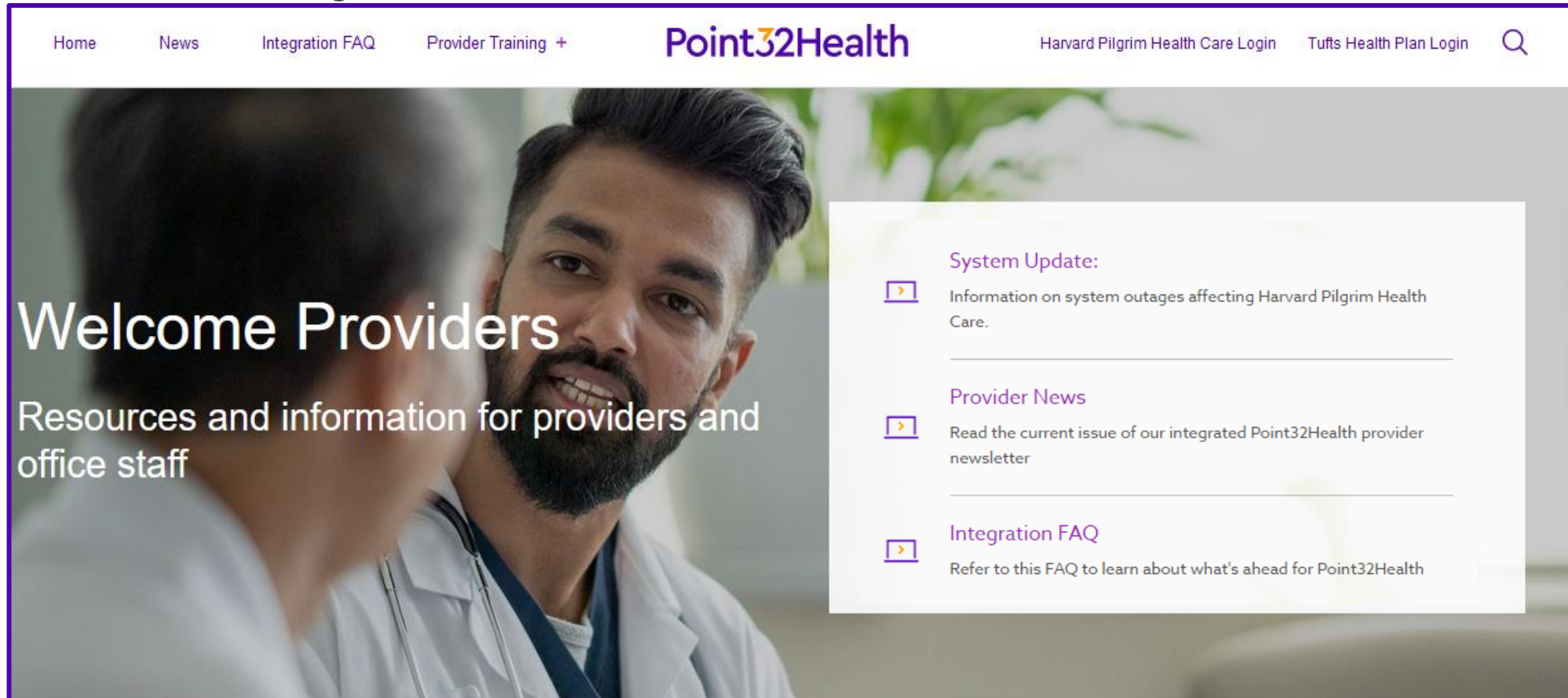
Point32Health Provider Website

Navigating Point32Health's Provider Website

Point32Health.org/provider

Point32Health's Provider website includes:

- [Insights and Updates for Providers](#)
- Integration FAQ
- Provider training and events



The screenshot shows the Point32Health provider website. The navigation bar at the top includes links for Home, News, Integration FAQ, and Provider Training +, along with the Point32Health logo and login options for Harvard Pilgrim Health Care and Tufts Health Plan. The main content area features a large image of a doctor and a white box with three sections: System Update, Provider News, and Integration FAQ.

Home News Integration FAQ Provider Training + Point32Health Harvard Pilgrim Health Care Login Tufts Health Plan Login

Welcome Providers

Resources and information for providers and office staff

System Update:
Information on system outages affecting Harvard Pilgrim Health Care.

Provider News
Read the current issue of our integrated Point32Health provider newsletter

Integration FAQ
Refer to this FAQ to learn about what's ahead for Point32Health

Harvard Pilgrim Health Care Provider Website

For Providers

Members Employers Brokers Providers Contact Us

Harvard Pilgrim HealthCare For Providers

PROVIDER MENU PROVIDER DIRECTORY PROVIDER LOGIN

HPHConnect:

Easy real-time access to the information and tools you need.

LOG IN OR REGISTER

What's Ahead at Point32Health: Integration Updates

Harvard Pilgrim Health Care and Tufts Health Plan combined under the parent organization Point32Health on Jan. 1, 2021. Refer to this FAQ to learn about the work we have done in transitioning our processes and products – and our plans for what's ahead.

Get the latest news >>

Prior Authorization > Medicare Advantage >

Billing and Reimbursement > Pharmacy >

Provider Manual Forms Caring for Your Patient Resource Center Network Management & Quality News Center

Scroll down the page to access additional tools and resources

Online Tools Available for Providers

Our secure provider portal, [HPHConnect](#) offers several online transactions, including member eligibility verification, authorization submission and verification, and claim status inquiry.

Visit our website to:

- [Register](#) for access to HPHConnect
- [Login](#) to HPHConnect
- [View](#) guides and resources

Reminder: Accounts that have not been accessed for over 180 days are frozen, requiring the user to contact Harvard Pilgrim Health Care's eBusiness team to unlock the account. Login regularly to keep your account active.

The screenshot shows the Harvard Pilgrim HealthCare provider portal homepage. At the top, the logo and navigation menu are visible. The main content area features a 'Welcome back' message, a 'Integration and Commercial migration' announcement, and a 'Member Eligibility' search tool. On the right, there is a 'Submit Referrals & Authorizations or Verify Status' section with a dropdown menu and a 'REFERRALS DASHBOARD' button, and a 'Submit or Check Claims' section with search fields for 'Member ID' and 'Claim ID'. A banner image of a man and a child is also present.

Harvard Pilgrim HealthCare

HOME PATIENT MANAGEMENT OFFICE MANAGEMENT ADMINISTRATION RESOURCE CENTER

Welcome back

Integration and Commercial migration: reminders and updates

Please remember to visit our Integration FAQ for answers to common questions about the combination of Harvard Pilgrim Health Care and Tufts Health Plan under our parent organization, Point32Health, and read this article for recently added information and reminders...

[LEARN MORE](#)

Insights and Updates

Read the latest issue to stay informed on the latest news and policy updates.

[VIEW THE ISSUE](#)

Member Eligibility

Conduct an eligibility search directly from the home page. Use member ID# for details on benefits, copayments, and coinsurance.

Member ID [SEARCH](#)

[Additional Search Options](#)

Submit Referrals & Authorizations or Verify Status

Create a request

OR

View Referrals

[REFERRALS DASHBOARD](#)

[Search for Previous Request](#)

Submit or Check Claims

Submit Professional Claim

Member ID [SEARCH](#)

OR

Check Status

Claim ID [SEARCH](#)

[Additional Search Options](#)

Provider Manuals

harvardpilgrim.org/provider/provider-manual


Refer to the Provider Manuals for detailed information about referral, prior authorization and notification requirements, processes, and submission channels.

- [Commercial Provider Manual](#)
- [Medicare Advantage Provider Manual](#)


The screenshot shows the Harvard Pilgrim HealthCare website's provider manual page. The top navigation bar includes links for Members, Employers, Brokers, Providers, and Contact Us. The main header features the Harvard Pilgrim HealthCare logo, the text 'For Providers', and a 'PROVIDER LOGIN' button. Below the header, there is a 'HOME' link and a large 'Provider Manual' title. A paragraph explains that the online manual is the most up-to-date information and provides a contact number for the Provider Call Center. A section titled '+ Important Provider Manual Information' is highlighted. Below this, there is a heading 'Looking for the Medicare Advantage Provider Manual?' with a link to the 'Medicare Advantage Provider Manual >>'. The 'Commercial Manual' section is divided into three columns: 'Network Ops & Care Delivery Mgmt.' (with a link to 'View Resources >>'), 'Member Care' (with a link to 'View Resources >>'), and 'eServices & Online Solutions' (with a link to 'View Resources >>').

Harvard Pilgrim Health Care Products

harvardpilgrim.org/provider/product

For Providers☰ [PROVIDER MENU](#) [PROVIDER DIRECTORY](#) [PROVIDER LOGIN](#)

Learn About Our Products



Harvard Pilgrim Health Care offers a wide range of plans to meet the needs of members and employers throughout our service area. Our family of plans includes standard, tiered, and limited network products, senior plans, and national plans, as well as health benefit administration for self-funded employer groups. Below, we offer an overview of our products – including information on PCP and referral requirements, network coverage, and cost share.

Please utilize our other resources – including our [member ID cards](#) and [HPHConnect](#) – for assistance in understanding the member’s plan. Prior to rendering services at an appointment, please check the member’s eligibility and benefits via [HPHConnect](#), NEHEN, NEHEN Net, or your preferred connection for eligibility services.

- + Standard Network Plans
- + Limited Network Plans
- + Tiered Network Plans
- + National Plans
- + Medicare Plans
- + Health Plans, Inc.

Harvard Pilgrim Health Care Vendor Information

harvardpilgrim.org/provider/prior-authorization/vendor-programs

- Harvard Pilgrim Health Care works with vendors to review certain claims and authorizations.
- A partial list of vendors and their contact information is available on the public Provider website.

Harvard Pilgrim HealthCare | For Providers | PROVIDER MENU | PROVIDER DIRECTORY | PROVIDER LOGIN

← PRIOR AUTHORIZATION

Vendor Programs

Vendor	Services	Details and contact info
Carelon Medical Benefits Management (formerly AIM Specialty Health)	Genetic and Molecular Diagnostic Testing	VIEW
National Imaging Associates (NIA)	Diagnostic Imaging Services Hip/Knee/Shoulder Surgeries Sleep Studies Spine Services (Lumbar Spine Surgery, Interventional Spine Pain Management Services, and Cervical Spine Surgery)	VIEW
OncoHealth (formerly Oncology Analytics)	Outpatient chemotherapy (infused and/or injected) Radiation therapy	VIEW
Optum/United Behavioral Health	Behavioral Health	VIEW
Progeny Health	Non-routine newborn care (Level II-IV) and all neonatal intensive care unit (NICU) admissions	VIEW

News and Updates

Reminder: Billing for Vision Services

- Harvard Pilgrim Health Care Commercial and StrideSM Medicare Advantage

- We are offering the following reminder about the correct billing practices for vision services for Harvard Pilgrim Health Care members to help ensure that claims are reimbursed appropriately.
- When billing for Harvard Pilgrim Health Care Commercial or StrideSM (HMO)/(HMO-POS) Medicare Advantage members, all claims for routine or nonroutine medical services provided by an optometrist or ophthalmologist should be submitted directly to Harvard Pilgrim Health Care.
- For additional information, refer to the [Vision Services Payment Policy for Commercial and StrideSM \(HMO\)/\(HMO-POS\) Medicare Advantage products](#).

Reminder: Change to OncoHealth Radiation Program

- Harvard Pilgrim Health Care Commercial and StrideSM Medicare Advantage

- Effective April 1, 2023, Harvard Pilgrim Health Care's Commercial and StrideSM (HMO)/(HMO-POS) Medicare Advantage plans no longer uses OncoHealth for radiation oncology medical management.
- While OncoHealth will continue to be Harvard Pilgrim Health Care's vendor partner for medical review of chemotherapeutic protocols (chemotherapy, support and symptom management drugs), the prior authorization process for radiation therapy is changing.
- For codes that will continue to require prior authorization, determination reviews will be conducted within Point32Health and in accordance with the standard [Harvard Pilgrim Health Care prior authorization process](#).
- You can find detailed information about these changes in the [Change to OncoHealth Radiation Program](#) article that was published in the February 2023 issue of [Insights and Updates for Providers](#).

Preventive Services Coverage Reminders and Resources

- All Products

As a reminder, in accordance with provisions of the Patient Protection and Affordable Care Act (PPACA), Harvard Pilgrim Health Care members are entitled to receive full coverage for preventive care services, with no cost-sharing responsibility, when these services are rendered by an in-network provider.

- Members may still be required to pay a copayment, deductible, or other coinsurance for preventive services administered by an out-of-network provider, or for non-preventive services received in conjunction with a preventive service visit.

Where to find PPACA and preventative services information:

- Harvard Pilgrim's [Patient Protection and Affordable Care Act \(Federal Health Care Reform\) policy](#), which you can find in the [Member Care section](#) of the Commercial Provider Manual.

COVID-19 Coverage Updates

- All Products

Point32Health will continue to comply with federal and state guidelines for COVID-19 vaccines, boosters, testing and treatment. Some updates include:

- **COVID-19 vaccines:** In-network COVID-19 vaccines will remain covered at no cost to our members. We are following federal and state guidance related to out-of-network member cost shares for these services.
- **Over-the-counter/home testing kits:** On May 12, 2023, following the end of the PHE, we no longer cover over-the-counter COVID-19 tests for Commercial members. Medicare members will also no longer have coverage through their Red, White and Blue Medicare card.
- **Provider ordered testing and treatment:** COVID-19 tests, treatments and services ordered by a provider, including Paxlovid, will remain covered and we follow federal guidelines regarding approved treatments. We are following state guidance related to cost shares for these services.

For information on COVID policies as of May 12 or later, please refer to the [Coronavirus \(COVID-19\) Updates for Providers page](#).

Claims Editing Alignment

- Commercial Products

As part of our integration, we are continuing to align our policies and claims editing processes across our legacy brands, Harvard Pilgrim Health Care and Tufts Health Plan.

- Effective for dates of service beginning July 1, 2023, all claims for both medical and behavioral health services, including those performed at community mental health centers, will be subject to claims edits and processed consistently across our claims platforms for the legacy brands.
- Please refer to the [May edition of *Insights and Updates for Providers*](#) for additional information.

Reminder: Paper claims addresses

- All Products

Product	Paper Claims Mailing Address	For More Information
Harvard Pilgrim Health Care Commercial	Harvard Pilgrim Health Care P. O. Box 699183 Quincy, MA 02269-9183	Claims Submission Guidelines section of the Harvard Pilgrim Commercial Provider Manual. Reference this document for information on claims submission for other plans, such as Health Plans Inc, Student Insurance, etc.
Harvard Pilgrim Health Care Stride Medicare Advantage	Harvard Pilgrim Health Care c/o Stride Claims Processing P.O. Box 93430 Lubbock, TX 79493	Claims section of the Harvard Pilgrim Stride Provider Manual

Provider Resources

Register to Receive *Insights and Updates for Providers* by Email

The registration form can be accessed on the [Provider News](#) section of the website. Click [Subscribe](#) to complete and submit the short online form.

Insights and Updates for Providers

June 2023

System updates for our provider network

All Products

We continue our work in restoring our core Harvard Pilgrim Health Care systems and encourage providers and office staff to visit our System Update for Providers FAQ for the latest information.

Behavioral Health Payment Policy update

Tufts Health Plan Commercial

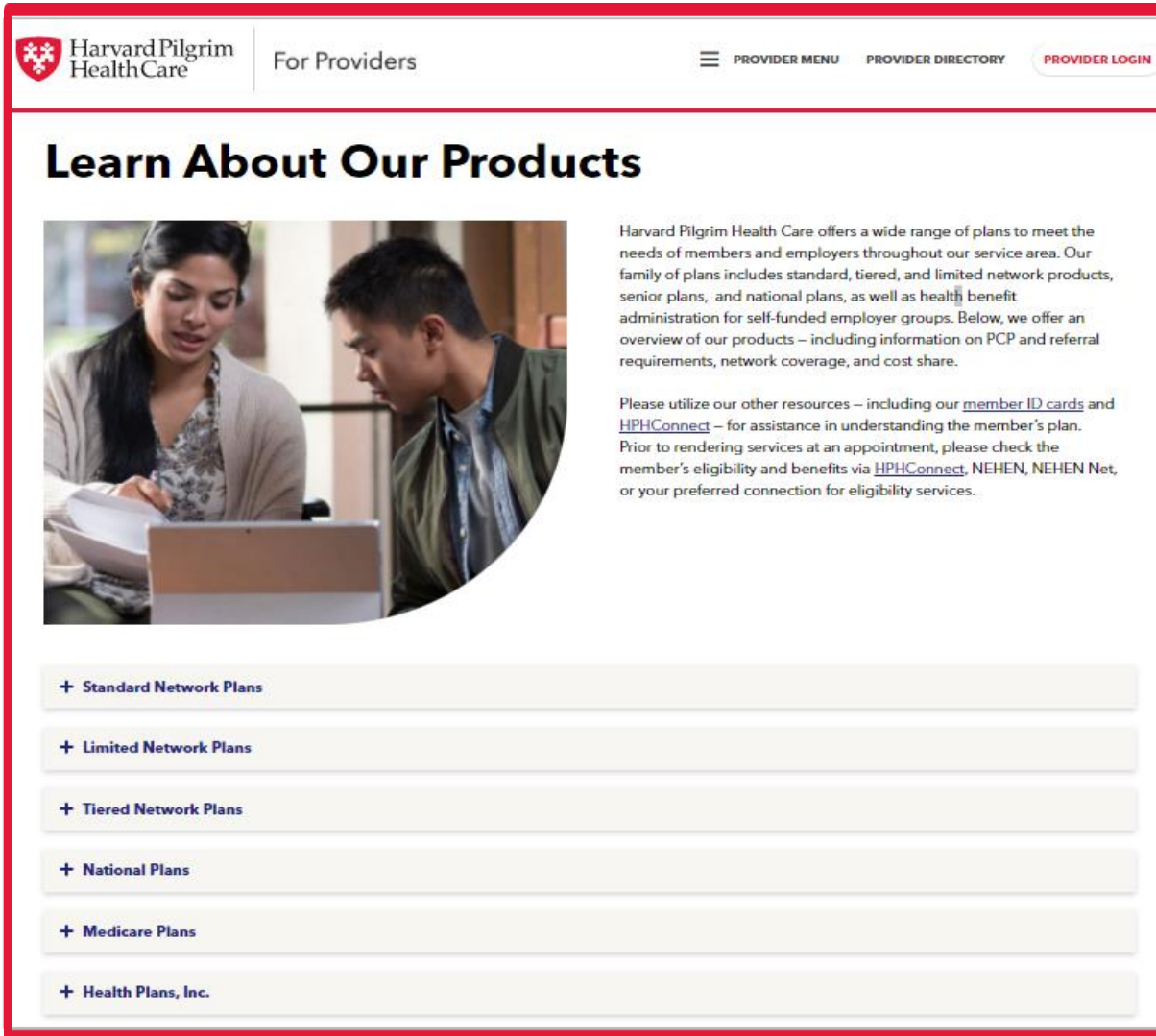
Our new Behavioral Health and Substance Use Disorder Payment Policy, effective July 1, 2023 for Tufts Health Plan commercial members, details reimbursement for medically necessary services rendered in inpatient, outpatient and acute residential settings and includes billing guidelines.

Receive Insights and Updates by email

Subscribe




Harvard Pilgrim Health Care Resources



Harvard Pilgrim HealthCare For Providers

PROVIDER MENU PROVIDER DIRECTORY PROVIDER LOGIN

Learn About Our Products



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- + Standard Network Plans
- + Limited Network Plans
- + Tiered Network Plans
- + National Plans
- + Medicare Plans
- + Health Plans, Inc.

Our Products

harvardpilgrim.org/provider/product

Provider Manuals

Our Provider Manuals represent the most up-to-date information on Harvard Pilgrim Health Care products, programs, policies and procedures.

harvardpilgrim.org/provider/provider-manual

Provider Call Center

Phone: 1-800-708-4414

Email: provider_callcenter@point32health.org



HPHConnect User Guides

point32health.org/provider/training/provider-training-guides

Webinars and Interactive Training

Point32Health's Provider Education Team offers a variety of training opportunities for providers and office staff.




point32health.org/provider/training/webinars


Home Integration FAQ News Provider Training +  Point32Health Harvard Pilgrim Health Care Login Tufts Health Plan Login 

Webinars and interactive training sessions

Looking for information on our integration? Want to learn more about our behavioral health insourcing and tools for behavioral health providers? Need guidance on our products or online tools? We have webinars on these topics and more to make it as easy as possible for you and your office staff to work with us. Click on the categories below to view upcoming sessions.

Upcoming webinars

Behavioral Health	
Harvard Pilgrim	
Monogram Health	



Harvard Pilgrim Health Care Contact Information

Harvard Pilgrim Health Care Provider Website: harvardpilgrim.org/provider
News, Integration FAQs and Provider Training: point32health.org/provider

Provider Service Center

- Phone: 800-708-4414
- Email: Provider_callcenter@point32health.org

Medicare Advantage Provider Service Center

- Phone: 888-609-0692

Behavioral Health Access Center

- Phone: 888-777-4742

E-Services/HPHConnect Service Center

- Phone: 800-708-4414 (Option 1; then 6)
- Email: Provider_eBusiness_Services@point32health.org

E-Services/EDI-Direct

- Phone: 800-708-4414 (Option 1; then 3)
- Email: EDI_Team@point32health.org

Provider Education: Provider_Education@point32health.org



Q & A

Thank you!!

Appendix

Navigating Tufts Health Plan's Website

tuftshealthplan.com/provider

Tufts Health Plan's Provider website has two distinct sections:

- **Public Provider website**
 - Medical necessity guidelines
 - Payment policies
 - Pharmacy programs
 - Provider manuals

- **Secure Provider portal (registration required)**
 - Eligibility and benefits
 - Referral submission and inquiry
 - Prior authorization submission and inquiry
 - Inpatient notification submission and inquiry
 - Claims status inquiry
 - Online claim adjustments

Credentialing and Contracting Overview

tuftshealthplan.com/provider/credentialing-and-contracting/overview

Credentialing and Contracting Overview

Join the Tufts Health Plan Network

Credentialing and contracting are Tufts Health Plan's formal processes for adding providers to the Tufts Health Plan network and ensuring these providers give members quality care consistent with recognized managed care organization industry standards. Tufts Health Plan credentials and contracts with professionally competent providers and facilities who continually meet Tufts Health Plan's qualifications, standards and requirements.



Refer to the applicable provider page below for instructions on how to join the Tufts Health Plan network:

- [MDs, DOs, DPMs or Oral Surgeons](#)
- [Allied Health Providers](#)
- [Behavioral Health Providers](#)

Behavioral
Health
Contracting
Questions?

Email Us

Allied Health
Contracting
Questions?

Email Us

Tufts Health Plan Contact Information

Tufts Health Plan Provider Website: tuftshealthplan.com/provider

News, Integration FAQs and Provider Training: point32health.org/provider

Provider Services:

- Commercial: 888-884-2404
- Tufts Health Public Plans (MA): 888-257-1985
- Tufts Health Public Plans (RI): 844-301-4093
- Tufts Medicare Preferred and Tufts Health Plan Senior Care Options: 800-279-9022

Commercial and Senior Products Behavioral Health Department: 800-208-9565

Technical Inquiries: Tufts_Health_Plan_Provider_Technical_Support@point32health.org

Provider Education: Provider_Education@point32health.org