





# Receiving care outside of Massachusetts, Maine and New Hampshire

Please bring this document when you visit a participating UnitedHealthcare provider or facility for the first time

### Harvard Pilgrim's Access America<sup>SM</sup> plan features

Harvard Pilgrim's broad network of providers in Massachusetts, Maine and New Hampshire, and UnitedHealthcare's extensive network of providers in other states across the nation.

We recognize that providers throughout the country see members of many insurance plans and that some offices may not be familiar with your ID card.

Please show the back of this document to participating UnitedHealthcare providers outside of Massachusetts, Maine and New Hampshire.



### Questions? We're here to help.

Your ID card also includes the phone number for Harvard Pilgrim Member Services. When you have any questions about your claims or coverage, please call 888-333-4742. For TTY service, call 711.

### Representatives are available:

- Monday, Tuesday, Thursday and Friday from 8 a.m. to 8 p.m. (ET)
- Wednesday from 10 a.m. to 6 p.m. (ET)

## Please show this to your provider

### Dear UnitedHealthcare Participating Provider,

UnitedHealthcare providers outside of Massachusetts, Maine and New Hampshire participate in this Harvard Pilgrim plan. If you're a provider outside of Massachusetts, Maine and New Hampshire, please call the numbers listed below.

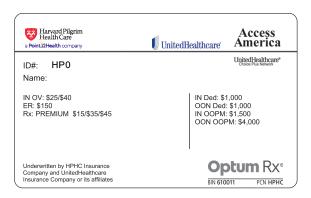
For questions about:	Contact:
Eligibility or claims	UnitedHealthcare Shared Services at <b>800-693-5254</b>
	<ul> <li>Press 1 for Provider, then options include:</li> <li>For notifications, press 1</li> <li>For calls and claims regarding behavioral health services, press 2</li> <li>For eligibility, benefits, and claim mailing address information, press 3 <ul> <li>Verbally state the first nine characters of the member ID, including letters and numbers</li> <li>Verbally state the member's date of birth</li> </ul> </li> <li>To receive claims status information for this member, press 4</li> </ul>
Prior authorization for services, except	Harvard Pilgrim's Provider Service Center at <b>800-708-4414</b> and select 1 or 2 based on the member's identification number.
genetic testing OR	<ul><li>If you selected 1:</li><li>For advanced imaging services through National Imaging Associates (NIA), press 2</li></ul>
Prior authorization for prescription drugs  Pharmacy drugs  Medical drugs  Specialty drugs	<ul> <li>For behavioral health services, press 5</li> <li>For all authorizations including medical services and prescription drugs, benefits, claims status, eligibility, and referrals, press 7</li> </ul>
	<ul> <li>If you selected 2:</li> <li>For all notifications and authorizations including medical services and prescription drugs, press 1</li> <li>For benefits, eligibility, or claims information, press 2</li> <li>For provider credentialing or demographic changes, press 3</li> </ul>
Prior approval for genetic testing services	Carelon Medical Benefits Management at <b>855-574-6476</b>

#### Send claims to:

United Health Shared Services, P.O. Box 30783, Salt Lake City, UT 84130-0783

**Pharmacies**: Call Harvard Pilgrim Provider Services at **800-708-4414** with questions about a member's coverage or associated claims

### **SAMPLE Member ID Card** (front and back):



Visit us at www.harvardpilgrim.org
DEDUCTIBLE AND/OR CO-INSURANCE MAY APPLY

Notice to Members

• For Member Services call:
888-333-HPHC (4742).

• In a medical emergency, go to the nearest emergency facility or call 911 or other emergency number.

• If hospitalized, notify the Plan within 48 hours.

• Contact the Plan at 800-708-4414 to request approval for:

• admission by a non-participating physician and/or hospital.

• all services listed in the Schedule of Benefits requiring approval.

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