Determining Eligibility

Member Eligibility Inquiries

Verifying eligibility is essential to determine coverage, deductibles, and copayments. An ID card does not verify that the member's coverage is still in effect. Harvard Pilgrim recommends that providers verify member eligibility, electronically or by telephone, at the point of service. Ideally, eligibility should be verified:

- When the appointment is scheduled, and
- At the time of service, and again
- At the time billing occurs.

To check patient eligibility, have available:

- Member's name
- Member's Harvard Pilgrim ID number
- Member's date of birth
- Date(s) of service

Verification Options

HPHConnect

To check patient eligibility using *HPHConnect*, go to www.point32health.org/provider/electronic-services/hphconnect/ and select *Log In*. You must be a registered user to access *HPHConnect*. For registration information, select *REGISTER TODAY!* or call 800-708-4414.

HPHConnect will display member's eligibility for the specific date of service. Thirteen months of eligibility is available online. You can validate eligibility for the current date or a prior date. Future eligibility cannot be guaranteed.

Member-specific benefit information including copayment and coinsurance, if applicable, is shown.

NEHEN (New England Healthcare EDI Network)

To check patient eligibility using NEHEN, refer to your NEHEN documentation. You must be a member of the NEHEN network.

Telephone

To check patient eligibility by telephone, contact the Provider Service Center.

PUBLICATION HISTORY
07/31/08 original documentation
01/01/23 reviewed; no changes
10/01/24 removed Provider Call Center email address
02/26/25 administrative edits
03/24/25 administrative edits
08/04/26 updated Provider Service Center hours for Passport plan
09/13/26 administrative updates; added link to Provider Service Center