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

We recommend checking patient eligibility electronically through our secure portal or electronic data interface (EDI). For details — including access and registration, please refer to the Electronic Services page on the provider website. Additionally, you may check patient eligibility by contacting 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
11/15/26	updated *Verification Options* section with links to online resources