

Patient Reassignment

Reassignment Decision

The decision to terminate a provider-patient relationship and request member reassignment by Harvard Pilgrim Health Care is a serious matter and should be made only after clear written documentation that all attempts to improve the patient-physician relationship have failed.

Member Notification

Send the member a written notification by certified mail, return receipt, clearly stating the effective date of the termination and the reason(s) for the termination. Continue to provide care to the member for at least 30 days beyond the termination to allow for proper transition of care.

Harvard Pilgrim Notification

Send written notification to Harvard Pilgrim with a copy of the member termination notification letter attached to:

Mail: Harvard Pilgrim Health Care
Attn: Provider Processing Center
1 Wellness Way
Canton, MA 02021

E-mail: PPC@point32health.org

Fax: 866-884-3843

The effective date of the new assignment will be the first of the month following the member's 30-day notice.

PUBLICATION HISTORY

04/15/11	removed "Harvard Pilgrim will outreach to each member and determine where the member should be reassigned" from the Harvard Pilgrim notification section
01/01/12	removed First Seniority Freedom contact information
01/01/23	reviewed; administrative edits
06/01/24	reviewed; no changes
10/01/24	updated Provider Processing Center address to 1 Wellness Way, Canton, MA 02021
10/01/25	reviewed; no changes
07/01/26	reviewed; no changes