

Elective Admission Notification

Unless otherwise specified, information in this policy does not apply to members with the Choice or Choice Plus products offered through Passport ConnectSM. For UnitedHealthcare's related policies/procedures, please go to www.uhcprovider.com/.

Elective Admissions

Hospitals must notify Harvard Pilgrim when a member is scheduled for an inpatient elective service. In addition, some elective procedures/services require prior authorization. (Refer to the Authorization Policy for specific information.)

Inpatient elective services will be subject to review using InterQual criteria to determine the appropriateness of the setting (e.g., inpatient admission vs. observation admission, or inpatient admission vs. surgical day care. For additional information, please refer to Harvard Pilgrim's Inpatient Acute Medical Necessity Guidelines and the relevant InterQual[®] criteria (for InterQual[®] criteria, visit HPHConnect for providers at www.harvardpilgrim.org/providerportal and select Resources and the InterQual[®] link). A copy of current criteria may also be obtained by contacting Harvard Pilgrim's Provider Service Center at 800-708-4414.

Action Required

Notification by the servicing provider (e.g., the hospital) is required at least one week before the admission or date of service. However, if a bed/operating room time becomes available with less than a week's notice, we will make every effort to expedite the review process to accommodate the shorter timeframe.

- The hospital, the member's PCP or specialist can submit notification of an elective admission. The servicing provider should confirm that notification was made, as failure to notify may result in a coverage denial.
- The appropriate surgical CPT code(s), consistent with the surgical service, must be included.

Communicate elective admission through one of the following channels.

Electronic

Submit a transaction record with required information using the *HPHConnect* or NEHEN transaction service.

- Detailed *HPHConnect* instructions are available at www.harvardpilgrim.org/providers. (Refer to the user guides on the Point32Health provider website at www.point32health.org/provider/training/provider-training-guides/)
- For NEHEN instructions, refer to your NEHEN documentation.

Harvard Pilgrim Response

An immediate confirmation of receipt is available online. Services and elective admissions that require authorization will pend for clinical review.

Fax

Send required information to Harvard Pilgrim.

Fax: 800-232-0816

Harvard Pilgrim Response

Harvard Pilgrim will update the system and return a fax or telephone confirmation within two business days. Services and elective admissions that require authorization will pend for clinical review.

Information Required

The following information is required for notification of an elective admission:

- Member's name and Harvard Pilgrim identification number
- Provider's name and National Provider Identifier (NPI)
- Admitting provider's name and National Provider Identifier (NPI)
- Hospital's name, location and National Provider Identifier (NPI)
- Diagnosis and clinical information
- Service requested (i.e., admission, procedure, etc.)
- CPT code(s) appropriate to the type of admission (medical or surgical)
- Admission date

All requests for services must be submitted with a valid NPI for the requesting and servicing providers.

Notification Changes

Harvard Pilgrim must be notified when any change to the original notification occurs, such as a change in the date of service or a change in the type of service (e.g., inpatient admission following observation or surgical day care).

Electronic

Edit the existing transaction record or submit a new transaction record using the *HPHConnect* or NEHEN transaction service.

- Detailed *HPHConnect* instructions are available at www.harvardpilgrim.org/providers (Refer to the user guides on the Point32Health provider website at www.point32health.org/provider/training/provider-training-guides/)
- For NEHEN instructions, refer to your NEHEN documentation.

Mail, Fax or Telephone

Send notification of change to Harvard Pilgrim.

Mail: Harvard Pilgrim Health Care
Referral and Authorization Unit
1 Wellness Way
Canton, MA 02021

Fax: 800-232-0816

Phone: 800-708-4414

PUBLICATION HISTORY

11/21/11	updated fax and phone numbers
01/01/12	removed First Seniority Freedom contact information
06/15/17	reviewed; added inpatient admissions information
03/01/18	reviewed; no changes
06/03/19	updated InterQual® information
01/01/23	reviewed; no changes
08/15/24	updated web address for UnitedHealthcare and removed phone number
10/01/24	updated mailing address to 1 Wellness Way, Canton, MA 02021
11/01/24	removed telephone number from "Action Required" section; administrative edits
03/01/25	reviewed; administrative updates to "Elective Admissions" and "Action Required" sections
01/01/26	Updated language and reinforced serving provider must confirm notification made.