

# Member Eligibility Verification

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## Eligibility Verification Overview

### Introduction

Before submitting a referral/authorization request, verify patient eligibility.

This will eliminate submitting requests for services for a non-eligible member. Go to [www.point32health.org/provider](http://www.point32health.org/provider). Click on "Harvard Pilgrim Health Care Login" and sign in.

### Best Practices

Harvard Pilgrim recommends using the "Patient Management" patient search option to check patient eligibility. Search for the member and select from your patient list. In the "Patient Management" section, when the current patient field is populated with a member name:

- The patient information bar displays at the top of the screen showing the selected member's name, birth date, Harvard Pilgrim ID number, and PCP.
- The user can easily switch between checking eligibility, viewing claims history, and referral/auth transactions for the selected member.

### Eligibility Search Tips

- It is not necessary to capitalize names or ID# prefixes.
- You can search with partial or complete information.
  - For a name search, the minimum characters required is two and Date of Birth.
  - For an ID# search, the minimum required is the alpha prefix and at least two digits and Date of Birth.
- Searches with partial information will return more and varied results. It is best to supply as much information as possible to narrow the search.
- Do not use dashes or leave any spaces.

Examples:

- ID # — hp123456700 or 99999999900
- Last name/first name, e.g., smith, mary, or, last name/first name initial, e.g., smith, m

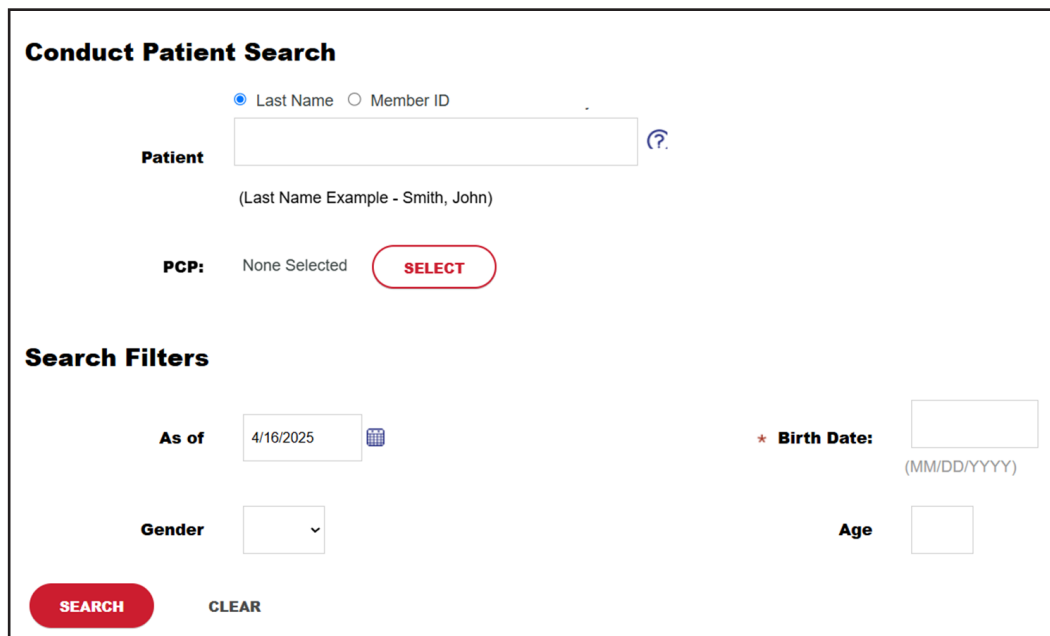
## How to Verify Patient Eligibility

1. In the "Patient Management" section, click on "Search Patients" to access the patient search screen (below).



The screenshot shows the Harvard Pilgrim Health Care interface. At the top is the logo. Below it are three tabs: HOME, PATIENT MANAGEMENT (which is highlighted in red), and OFFICE MANAGEMENT. Under the PATIENT MANAGEMENT tab, there is a section with a yellow header. Inside this section, there is a dropdown menu labeled "Current Patient" with the text "(None)" and a downward arrow. Below this dropdown is a button labeled "Search Patients". To the left of the "Search Patients" button, the word "Role" is partially visible.

### Patient Search Screen



The screenshot shows the "Conduct Patient Search" screen. At the top, there are two radio buttons: "Last Name" (selected) and "Member ID". Below this is a text input field for the patient's name, with a blue question mark icon to its right. Below the input field is the text "(Last Name Example - Smith, John)". Below this is a section for the Primary Care Physician (PCP). It shows "PCP: None Selected" and a red "SELECT" button. Below this is the "Search Filters" section. It contains four filters: "As of" with a date input field showing "4/16/2025" and a calendar icon; "Gender" with a dropdown menu showing a downward arrow; "Birth Date:" with a red asterisk, a date input field, and the text "(MM/DD/YYYY)"; and "Age" with an input field. At the bottom left are two buttons: a red "SEARCH" button and a "CLEAR" button.

2. a) Select the desired patient search criteria:

- Name
- Member ID, or


b) Enter the appropriate patient information in the [blank] field

c) Adjust the “As of” date, if you want eligibility information for a date prior to today’s date, which is the default

d) Enter the patient date of birth (DOB)

### Conduct Patient Search


☒ Last Name ☐ Member ID

**Patient**  

(Last Name Example - Smith, John)

**PCP:** None Selected SELECT

### Search Filters

**As of**  

**\* Birth Date:**   
(MM/DD/YYYY)

**Gender**

**Age**

SEARCH CLEAR

**Optional** — Other search criteria available but not required include:

- PCP (if on the access list drop-down)
- Gender
- Age

3. Click “Search” to find the patient. The patient search results list appears, matching the data you entered. Patient information includes:


- Name
- Address
- Birth date
- Sex
- ID
- Primary care provider
- Sponsor

4. Click "Select" to add patient to current patient list.

**Patient Search Results**

Name:	Sex:	Birth Date:	Address:	ID	Primary Care Provider	Sponsor
<div><div>SELECT</div><div>SMITH, JOHN</div></div>	M	18 Aug 1948	123 Main Street BROCKTON MA 02301	HP111111111	Doe, R	HPHC

5. The patient's name is now on the patient list and appears in the current patient field.

 **Harvard Pilgrim HealthCare**

HOME

**PATIENT MANAGEMENT**

OFFICE MAN

Current Patient

SMITH, JOHN

Search Patients

Patient Information

Referrals


Authorizations & Notifications

Claims

Eligibility

The gray bar at the top of the screen displays information about the member selected in the current patient field.

- If active, the name, birth date, HP# and PCP with provider name and NPI, when available.
- If not active, the name, birth date, HP# and termination date only will appear.

 **JOHN SMITH**  
Member ID HP111111111

Patient Information

Date of Birth

18 Aug 1948

Sex

Male

Address

123 Main Street  
BROCKTON, MA 02301

Clinician/Caregiver Information

Name

R Michael Doe

Effective Dates

23 Nov 2015 - 17 May 2016

Phone

6. **Eligibility, claims, and referrals/auth** links now appear under the current patient field. To access information for the selected patient, click on the appropriate link.

**Conduct Eligibility Search**

**Subscriber Information**

\*

Subscriber Name

First

Last

JOHN

SMITH

\*

Patient ID

Member #

HP11111111

As of

11/18/2019

Gender

▼

Ⓢ

Name

Ⓢ

Provider ID

Ⓢ

Provider NPI

\*

Requesting Provider

SEARCH

*Reminder:* Providers can only access referral/auth transactions for which they are the requesting provider, the servicing provider, or the member's PCP.

7. Enter **requesting provider search criteria:**

- Requesting provider's name
- NPI

Ⓢ

Name

Ⓢ

Provider ID

Ⓢ

Provider NPI

\*

Requesting Provider

smith, john

SEARCH

8. Click "Search" to find requesting provider.

Ⓢ

Name

Ⓢ

Provider ID

Ⓢ

Provider NPI

\*

Requesting Provider

smith, john

SEARCH

9. Click "Select" to choose the correct requesting provider. Requesting provider search results appear.

**Provider Search**

Select	Provider Name	Provider ID
<div>SELECT</div>	<a href="#">Smith, John</a>	11223344

10. Click "Search" to **submit eligibility request**.

Requesting provider details will populate the new 270 eligibility detail request screen.

### Subscriber Information

\* Subscriber Name

First

JOHN

Last

SMITH

\* Patient ID

Member #

HP111111111

As of

11/18/2019

Gender

Smith, John ( Provider NPI: 1122334456)

☒ Name

☐ Provider ID

☐ Provider NPI

\* Requesting Provider

SEARCH

SEARCH

CLEAR

11. The eligibility detail screen displays in-network, out-of-network, network not defined, non-covered services, deductible information, deductible information remaining, out-of-pocket maximum, out-of-pocket maximum remaining and additional information, using expandable/collapsible tables +/- as seen below.

### Eligibility Detail as of Nov 18, 2019

#### Patient Information

Name: Mary Z. Smith

Birth Date: Jul 5, 1953

Sex: Female

Member ID: HP123456700

PCP:

Address: 100 Main Street  
Bow, NH 03304

Phone: None

#### Benefit Plan Information

Carrier:

Eligibility/Benefit Start Date: Jun 1, 2018

Product: NH PPO-Best Buy Tiered Copay LP

Eligibility/Benefit End Date: Jun 30, 2018

Network:

Benefit Plan:

#### Additional Information

+ In Network as of Nov 18, 2019

+ Out of Network As of Nov 18, 2019

**12. In-network section displays applicable copays by service type.**

Benefits with copays or coinsurance will be reported in the “in-network services” and “out-of-network services” tables. If a benefit for which Harvard Pilgrim is reporting member eligibility does not have a patient responsibility, it will not be reported in these tables. For a list of all benefits for which Harvard Pilgrim is reporting the member eligibility details, please see the “network not defined” table.

⊖ In Network as of Nov 18, 2019					
Benefit Description	Copay	Coinsurance	Ref/Auth Required	Benefit limit	Additional Information
Medical Care			N	Not Available	
Used Durable Medical Equipment		20%	N	Not Available	
Used Durable Medical Equipment	\$0		N	Not Available	
Durable Medical Equipment Purchase		20%	N	Not Available	
Durable Medical Equipment Purchase	\$0		N	Not Available	
Ambulatory Service Center Facility		0%	N	Not Available	
Ambulatory Service Center Facility	\$100		N	Not Available	
Durable Medical Equipment Rental		20%	N	Not Available	
Durable Medical Equipment Rental	\$0		N	Not Available	
Surgical			Y	Not Available	
Second Surgical Opinion			Y	Not Available	
Second Surgical Opinion		0%	Y	Not Available	PCP/Select Specialist
Second Surgical Opinion	\$25		Y	Not Available	PCP/Select Specialist

**13. “Out-of-Network” section displays copays and coinsurance, if applicable.**

⊕ Out of Network As of Nov 18, 2019					
Benefit Description	Copay	Coinsurance	Ref/Auth Required	Additional Information	
Pharmacy			N		
Brand Name Prescription Drug - Formulary			N		
Mail Order Prescription Drug: Brand Name			N		
Mail Order Prescription Drug: Generic			N		
Generic Prescription Drug - Formulary			N		
Hospital - Emergency Accident		0%	N		
Hospital - Emergency Medical		0%	N		

14. "Network Not Defined" displays a list of all benefits for which Harvard Pilgrim is reporting member eligibility details.

+ Network Not Defined as of Nov 18, 2019		
Benefit Description	Benefit limit	Additional Information
Health Benefit Plan Coverage	Not Available	
Mental Health	Not Available	See Additional Info Below
Psychotherapy	Not Available	See Additional Info Below
Psychiatric - Inpatient	Not Available	See Additional Info Below
Psychiatric - Outpatient	Not Available	See Additional Info Below
Substance Abuse	Not Available	See Additional Info Below

+ Non-Covered Services			
Benefit Description	Covered In Network	Covered Out of Network	Covered Network Not Defined
Medical Care	Yes	No	N/A
Surgical	Yes	No	N/A
Consultation	Yes	No	N/A
Diagnostic X-Ray	Yes	No	N/A
Diagnostic Lab	Yes	No	N/A
Radiation Therapy	Yes	No	N/A
Anesthesia	Yes	No	N/A
Surgical Assistance	Yes	No	N/A
Used Durable Medical Equipment	Yes	No	N/A

15. "Additional Information" section displays information regarding behavioral health services coverage.

**\*\*Note:** This additional information will only display for inquiries on or before Oct. 31, 2023. As we've insourced our behavioral health program for Harvard Pilgrim commercial members on Nov. 1, 2023, this field will be blank for inquiries with a date of Nov. 1, 2023 or after.

+ Additional Information	
Mental Health -	
United Behavioral Health P.o. Box 30602 Salt Lake City, UT 84130 Telephone: (888) 777-4742	
Psychotherapy -	
United Behavioral Health P.o. Box 30602 Salt Lake City, UT 84130 Telephone: (888) 777-4742	



# Variable Eligibility Search Criteria

## Last Name Only Search

Note: Do not use this search method when searching for patients with common last names, such as, Smith, Jones, etc.  
Reminder: Date of Birth still required.

Patient Search

Conduct Patient Search

Last Name

Member ID

Patient

smith

?

(Last Name Example - Smith, John)

## Last Name and First Initial Search

Do not leave any spaces before or after the comma.

Patient Search

Conduct Patient Search

Last Name

Member ID

Patient

smith,j

?

(Last Name Example - Smith, John)

The eligibility search results list displays only members, from the past 13 months, with this last name and a first name that begins with the initial submitted that matches the birth date entered.

Patient Search Results							
	Name:	Sex:	Birth Date:	Address:	ID	Primary Care Provider	Sponsor
<div>SELECT</div>	SMITH, JOHN	M	22 Jan 1958	123 MAIN STREET BEDFORD MA 01730	HP123456789	Doe, Emily	HPHC
<div>SELECT</div>	SMITH, JANE	F	22 Jan 1958	123 MAIN STREET NEW YORK NY 10017	HP112233445	Practitioner, Unspecified	HPHC

Full Patient ID # Search

Select "Member ID" and enter the full 11-digit number without any dashes.  
The eligibility search results screen displays only the member that you have requested.  
*Reminder:* Date of Birth required.

Patient Search

Help ?

Conduct Patient Search

Last Name

Member ID

Patient

HP123456789

?

(ID Example - HP5555555,HP4444444)

PCP:

All Providers

Search Filters

As of

4/22/2025

\* Birth Date:

01/22/1958

(MM/DD/YYYY)

Gender

Age

SEARCH

CLEAR

Partial Patient ID # Search

To view a list of all members covered on the policy, select "Member ID" and enter only the first 9 digits of the ID#. This can be helpful to identify the subscriber for a dependent child, etc.

Patient Search Results							
	Name:	Sex:	Birth Date:	Address:	ID	Primary Care Provider	Sponsor
SELECT	SMITH, JOHN	M	22 Jan 1958	123 MAIN STREET BEDFORD MA 01730	HP123456789	Doe, Emily	HPHC

No Current Information Available

If you search for the patient’s eligibility as of today’s date and receive an ‘invalid request’ error, the patient may have been terminated. Search for the member under the “Office Management” section to view the patient’s policy effective dates.

Error

Invalid request.

Reject Reason: Unable to Respond at Current Time (42R)

Suggested Action: Please Correct and Resubmit (C)

Conduct Eligibility Search

Last Name

Member ID:

Patient

smith, jo

?

(Last Name Example - Smith, John)

PCP:

None Selected

SELECT

Search Filters

As of

4/16/2025

★ Birth Date:

03/30/1967

(MM/DD/YYYY)

Gender

-Select-

Age

SEARCH

CLEAR

	Name:	Sex:	Effective Dates	Birth Date:	Member ID:	Primary Care Provider
<div>SELECT</div>	SMITH, JOHN	F	3 Jan 2016-30 Jun 2018	30 Mar 1967	HPP01234500	<a href="#">Practitioner, Unspecified</a>

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