

## Stride<sup>SM</sup> (HMO)/(HMO-POS) Medicare Advantage

We're pleased to provide an overview of the Stride<sup>SM</sup> (HMO/HMO-POS) Medicare Advantage plans we're offering in **New Hampshire** for 2024 to support our valued providers in serving our members. Harvard Pilgrim Health Care offers four Medicare Advantage plans — Harvard Pilgrim Stride<sup>SM</sup> Basic Rx (HMO), Stride<sup>SM</sup> Value Rx (HMO), Stride<sup>SM</sup> Choice Rx (HMO-POS), and Stride<sup>SM</sup> Value Rx Plus (HMO) — to Medicare beneficiaries in 10 counties within New Hampshire. Premiums range from \$0 for the Basic Rx plan to more than \$100 for the Value Rx Plus plan.

### Plan Benefits

For 2024, benefits include (among others):

- Aligned copays for services provided in outpatient hospital facilities, including outpatient surgery, outpatient observation, and advanced diagnostic radiology
- No member cost share for telemedicine virtual check-ins and e-visits (in-network)
- \$0 copay per one-way trip for non-emergency medical transportation other than by ambulance (prior authorization is required)
- Point of Service (POS) benefit now available for inpatient services. Members enrolled in the Choice Rx (HMO-POS) plan can now receive inpatient care from out-of-network providers.
- No Part D deductible across all plans. Members' prescription drugs are covered from the start.
- No member cost share for therapeutic continuous glucose monitoring systems (prior authorization is required)
- \$35 copay for a one-month (30-day) supply of each insulin product covered by the plan, no matter what cost-sharing tier it's on
- Access to both preferred and standard retail pharmacies in the plan's network.

### Requesting Authorizations

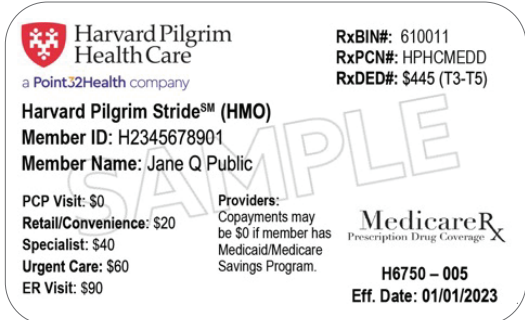
To request authorization, please fill out the appropriate *Medicare Advantage Prior Authorization Request Form* found in the Access to Care section of the online *Medicare Advantage Provider Manual*. Fax completed forms to 866-874-0857. If you have any questions, please call the Medicare Advantage Provider Service Center at 888-609-0692 (TTY 711).

Providers can review the status of authorization requests via the Medicare Advantage Provider Portal at [www.harvardpilgrim.org/providers](http://www.harvardpilgrim.org/providers).

### Recognizing Our Members and Verifying Eligibility

You can recognize Stride<sup>SM</sup> (HMO)/(HMO-POS) Medicare Advantage members by their member ID card. The ID card includes the Harvard Pilgrim logo and the appropriate plan name. Check the front of the member's ID card for plan name, member ID, and cost-sharing information.

You must verify eligibility to determine coverage when scheduling an appointment and at the time of service. You can do this online through the Medicare Advantage Provider Portal at [www.harvardpilgrim.org/providers](http://www.harvardpilgrim.org/providers) or by calling 888-609-0692 (TTY 711).



Harvard Pilgrim Health Care  
a Point32Health company

Harvard Pilgrim Stride<sup>SM</sup> (HMO)  
Member ID: H2345678901  
Member Name: Jane Q Public

PCP Visit: \$0  
Retail/Convenience: \$20  
Specialist: \$40  
Urgent Care: \$60  
ER Visit: \$90

Providers:  
Copayments may be \$0 if member has Medicaid/Medicare Savings Program.

RxBIN#: 610011  
RxPCN#: HPHCMEDD  
RxDED#: \$445 (T3-T5)

MedicareRx  
Prescription Drug Coverage

H6750 - 005  
Eff. Date: 01/01/2023

Member & Provider Services: 888-609-0692  
TTY: 711 Website: [www.harvardpilgrim.org/medicare](http://www.harvardpilgrim.org/medicare)  
Pharmacies call 855-524-0382 for support

Authorization may be required for non-emergency care. Please call or visit online for more information. Paper claims may be submitted to the plan for:

Behavioral Health PO Box 30760 Salt Lake City UT 84130-0760	Dental Services Reimbursement Only. Members use dental form on our website.	Medical Services PO Box 211067 Eagan, MN 55121-2467
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Optum Rx®

EDI Payer ID: 04245

## Submitting Claims

The filing limit for Medicare Advantage claims is 365 days. Providers should check their contract with Harvard Pilgrim Health Care to view the stipulated claims submission guidelines. Claims may be filed electronically or by paper.

### Electronic Claims

- Use payer ID #04245 for Harvard Pilgrim Stride<sup>SM</sup> (HMO)/(HMO-POS) products
- Ensure that your clearinghouse can remit information to our trading partner Change Healthcare (800-845-6592)
- Use the billing name and address that Harvard Pilgrim has on record for you

### Paper Claims

- Use the CMS-1500 claim form or the UB-04 claim form
- Mail completed forms to:  
Harvard Pilgrim Health Care, Inc.  
c/o Stride Claims Processing  
P.O. Box 211067  
Eagan, MN 55121

For smooth claims processing, please verify member eligibility; review payment policies for referral/authorization and billing/reimbursement in the *Medicare Advantage Provider Manual* before rendering services; submit complete, clean claims; submit claims only once; and check claims' status regularly.

## Claims Appeals

Providers have the right to request claims adjustments or appeal claims. The time frame for appealing a claim denial is 90 days from the date of the denial on the explanation of payment. Per CMS guidelines, non-participating providers have 60 days from the date of denial on the explanation of payment. To file an appeal, submit the Stride Medicare Advantage Provider Appeal Form with proper documentation via fax to 617-509-4225 or mail to Medicare Advantage Provider Appeals, P.O. Box 690546, Quincy, MA 02269.

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## Contacting Us

Harvard Pilgrim Medicare Advantage Provider Service Center: 888-609-0692 (TTY 711)

Oct. 1 – March 31, 8 a.m. to 5 p.m. (ET), 7 days a week

April 1 – Sept. 30, 8 a.m. to 5 p.m. (ET), Monday – Friday

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## The Medicare Advantage Provider Portal

Harvard Pilgrim's easy-to-use Medicare Advantage Provider Portal (see below) supports a full range of transactions, including:

- Verifying patient eligibility
- Tracking claims
- Reviewing prior authorization status
- Checking member copays

You may register for the Medicare Advantage Provider Portal by visiting [www.harvardpilgrim.org/providers](http://www.harvardpilgrim.org/providers) and clicking on the "Medicare Advantage" link. If you need assistance or have questions about the portal, call the Medicare Advantage Provider Service Center at 888-609-0692 (TTY 711). You should use the Medicare Advantage Provider Portal for Stride<sup>SM</sup> (HMO)/(HMO-POS) plans only. For all other Harvard Pilgrim products, please continue to use existing provider tools, such as *HPHConnect* and *NEHEN*.

## Important Resources

### Medicare Advantage Provider Manual

The online Medicare Advantage Provider Manual represents the most up-to-date reference for providers participating in Harvard Pilgrim's Stride<sup>SM</sup> network, including information on coverage, provider roles and responsibilities, credentialing and re-credentialing, claims and billing, reimbursement methodology, and member rights and responsibilities. For other Harvard Pilgrim products, including our Med Enhance and Medicare Supplement plans, please refer to our commercial *Provider Manual*.

### Insights and Updates for Providers

Posted online each month, this electronic provider newsletter provides 60-day advance notice of substantial changes related to Point32Health's Harvard Pilgrim Health Care and Tufts Health Plan products. To receive your copy by email, go to [www.point32health.org/provider](http://www.point32health.org/provider), click on "Insights and Updates for Providers" and then click the Subscribe button on the right side of the page, under "Receive Insights and Updates for Providers by email."



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Health Care

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