



Key contacts and resources

Point32Health provider website	www.point32health.org/provider Includes key resources such as policies (medical, pharmacy, payment), Provider Manuals, prior authorization information, forms, news, and more.
Secure portals	Harvard Pilgrim Health Care - HPHConnect for Harvard Pilgrim Health Care products: hphcproviders.healthtrioconnect.com - For assistance: provider_ebusiness_services@point32health.org Tufts Health Plan - Secure portal: providers.tufts-health.com/thp/portal/providers/login - For assistance: Tufts_Health_Plan_Provider_Technical_Support@point32health.org
Provider Services	- Harvard Pilgrim Health Care Commercial: 800-708-4414 - Tufts Health Public Plans: - Massachusetts: 888-257-1985 - Rhode Island: 844-301-4093 - Tufts Health Senior Products: 800-279-9022 - US Family Health Plan (USFHP): 800-818-8589
Electronic data interchange	- Learn more at www.point32health.org/provider/electronic-services/electronic-data-interchange-edi - To get started with EDI submission, contact: - Harvard Pilgrim Health Care: edi_team@point32health.org - Tufts Health Plan: edi_operations@point32health.org
Pharmacy Utilization Management	- Online submission is recommended: point32health.promptpa.com - Electronic PA, fax, and mail also accepted.
Claims	Electronic claims submission is recommended for the quickest way to have your claims processed. Refer to the applicable Provider Manual for details on claim submission.