# Provider Communications

## Publications

Harvard Pilgrim is committed to providing clear, accurate and timely communications to our affiliated provider network. Harvard Pilgrim publishes *Insights and Updates for Providers*, a monthly provider e-newsletter, as well as a Provider Manual. Both are available online.

### Monthly newsletter

*Insights and Updates for Providers* is a monthly online publication that provides news and information for our affiliated provider network. This publication informs business and clinical leaders and their office staff of policy changes, billing information, online tools and resources, and other organizational and clinical updates.

*Insights and Updates for Providers* serves as the primary vehicle for communicating any policy or procedural changes that may have a substantial impact on the rights or responsibilities of providers. *Insights and Updates for Providers* provides 60 days' notice of these changes.

Providers may access *Insights and Updates for Providers* online on our provider website at any time for current news, information and notices. Providers may also receive *Insights and Updates for Providers* through monthly e-mail distribution by subscribing.

### Provider Manual

The Harvard Pilgrim Health Care Commercial Provider Manual contains information to help providers and office staff understand Harvard Pilgrim products, programs, policies, and procedures. The Provider Manual is updated on the 1st day of each month.

### Web site

Harvard Pilgrim's web site, http://www.point32health.org/provider, offers the most current provider-focused information and resources including, but not limited to:

- **Prior authorization —** Prior authorization policies and forms as well as guides to support your practice
- **Electronic services —** Information about web-based transaction services to submit claims, verify eligibility, check claims status, send/receive referrals, and submit notification, as well as information on electronic payment
- **Pharmacy —** Comprehensive information and resources for formulary, drug tier list, and drug programs
- **Billing and reimbursement —** Payment policies, claims information and policies, and appeals information
- **News center —** Provider newsletters, including current and archived issues and other current news
- **Network resources —** Joining the network, key contacts, and more to support your practice
- **Our plans —** Information about our products, including HMO, POS, and PPO; tiered and limited network; national and senior plans
- **Provider Manual —** Information on products, programs, policies, and procedures
- **Provider Directory —** Web-based search function to find a provider or pharmacy
- **Training —** Resources to assist you and your office staff including, flyers, quick reference guides, and short training videos
- **Quality —** Physician Honor Roll, HEDIS tip sheets, and details on our quality improvement program

# Provider Service Center

Harvard Pilgrim's Provider Service Center representatives are responsible for responding to all telephone and written inquiries from hospitals and practitioners, including their offices and billing agencies. Contact the Provider Service Center at 800-708-4414.

PUBLICATION HISTORY

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| 07/15/07 | reviewed; administrative edits |
| 05/15/09 | reviewed; updated provider manual publishing date from quarterly to monthly |
| 03/01/19 | reviewed; added products information; added HPHConnect section; administrative edits |
| 11/01/21 | reviewed; added Training & Events information; administrative edits |
| 02/01/23 | reviewed; administrative edits; updated provider newsletter name to Insights and Updates for Providers |
| 11/15/16 | updated content to align with current resources |