

Resources to support you in caring for members

Point32Health

Point32Health, the parent organization of Harvard Pilgrim Health Care and Tufts Health Plan, is committed to making the information and resources you need to care for our members easily accessible. Everything you need is at your fingertips at www.point32health.org/provider!



In our **Provider Manuals** (www.point32health.org/provider/policies/provider-manuals), you'll find:

- How we support member rights and responsibilities
- Notice of privacy practices
- Information on Care Management, Disease Management and Health Risk Management, Complex Case Management, and Population Health Management Programs
- Our affirmative statement on UM decisions and incentives, as well as contact information
- Credentialing information, such as rights to review information submitted to support credentialing applications, correct erroneous information, and receive the status of an application



Additional resources

- Information on Quality Improvement Programs (www.point32health.org/provider/network-plans/quality)
- Medical Necessity Guidelines (www.point32health.org/provider/policies-and-manuals)
- Pharmacy information (www.point32health.org/provider/pharmacy)
- Clinical Practice Guidelines (www.point32health.org/provider/network-plans/clinical-resources)

*Copies of the above information can also be mailed upon request by calling Provider Services
(See contact information on back of postcard.)*

Point32Health



1 Wellness Way, Canton, MA 02021



Access our provider website and secure portals

- Provider website: point32health.org/provider
- Harvard Pilgrim Provider Portal: hphcproviders.healthtrioconnect.com
- Tufts Health Plan Provider Portal: providers.tufts-health.com



How to contact Provider Services

- Harvard Pilgrim (Commercial): 800-708-4414
- Tufts Health Plan (Commercial): 888-884-2404
- Tufts Health Public Plans (MA): 888-257-1985
- Tufts Health Public Plans (RI): 844-301-4093
- Tufts Health Senior Products: 800-279-9022



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