

Urgent Care and Walk-In Providers

Overview

Harvard Pilgrim Health Care contracts with a network of urgent care providers under a standard agreement at Harvard Pilgrim's standard reimbursement for such services. Urgent care providers must meet contractual and policy requirements as outlined below and referenced within the appropriate sections of the *Provider Manual*. Harvard Pilgrim reserves the right to request and review all applicable requirements and documentation on a regular basis. Failure to meet requirements will impact the provider's contractual participation status and ability to see Harvard Pilgrim members.

Definition

Urgent Care or Walk-In Providers refer to a group of clinicians that offer care for the treatment of an acute or chronic illness or injury that is immediate in nature and requires professional attention but is not life threatening.

Urgent Care or Walk-In Providers are medical practices or facilities that are open to the general public, offer medical care without an appointment.

Urgent care or walk-in providers are not intended, and should not be used for, preventative or routine services. Members should be directed to a primary care clinician for routine services and preventative care.

Network Participation Requirements

To participate in Harvard Pilgrim's urgent care provider network, the provider entity must meet and demonstrate the following requirements:

Credentialing Requirements

The urgent care provider entity must meet all state and federal licensing requirements and must successfully meet Harvard Pilgrim facility credentialing standards prior to seeing any Harvard Pilgrim members. The Facility Credentialing and Recredentialing policy, located in the *Provider Manual*, outlines the credentialing and recredentialing requirements.

The urgent care provider entity must employ clinicians who are able to treat children and adults for acute or chronic illness or injury that is immediate in nature and requires professional attention but is not life threatening. Provider specialties would include internal medicine, family practice, emergency room, and pediatrics. The urgent care provider entity is responsible for ensuring all clinicians seeing Harvard Pilgrim members have current, unrestricted licenses in the state in which the clinician is practicing. The urgent care provider entity is also responsible for ensuring the clinicians have the minimum acceptable malpractice requirement as well as current hospital affiliations.

Policies and Procedures

Urgent care provider entities must maintain the following policies and procedures; provider entity shall provide Harvard Pilgrim copies of such policies and procedures upon request:

- Policies to evaluate, stabilize, and transfer medical emergencies.
- Credentialing policies that monitor and review health care providers' knowledge, training, malpractice, hospital affiliation and licensure and requires review and approval by the practice/facility's medical director on a periodic basis in accordance with state law.
- Procedures to ensure continuity and coordination of care with the member's primary care physician, including processes to provide the diagnostic record of the urgent care visit to the member's primary care physician.
- High end imaging radiology services are not covered in an urgent care setting.

Operational Requirements

The urgent care provider entity must:

- Must be contracted for urgent care services under a standard Harvard Pilgrim ancillary agreement
- Submit claims using CMS 1500 format, using standard CPT coding
- Submit claims using the industry standard place of service code 20 (Urgent Care)
- Submit claims using an organizational National Provider Identifier (NPI) or your lowest level subpart NPI assigned to the urgent care provider entity
- Allow Harvard Pilgrim to use practitioner performance data (such as quality, cost, resource use, or utilization information) as is required by the National Committee for Quality Assurance (NCQA)

Provision of Covered Services

Urgent care providers are responsible for delivering covered services to Harvard Pilgrim members in keeping with generally accepted professional standards of patient care, and consistent with applicable state regulations and Harvard Pilgrim urgent care provider criteria.

Urgent care providers should direct members to their primary care physician for routine, follow-up, and non-immediate services. Harvard Pilgrim encourages members to receive preventive services from their primary care provider.

Continuity and Coordination of Care

Any services that are not provided and billed directly by the contracted urgent care provider entity must be referred to and provided by a contracted Harvard Pilgrim provider (i.e., lab services that may be sent out or DME not dispensed and billed by the urgent care entity must be coordinated through a Harvard Pilgrim contracted network provider).

With the member's consent, a diagnostic record of the urgent visit should be sent to the member's primary care provider. Members with illnesses outside the definition of urgent care should be referred to their primary care provider or, if critical, the nearest emergency department.

PUBLICATION HISTORY

07/15/11	original documentation
09/15/12	edits made to network participation requirements for clarity
06/15/13	added NCQA practitioner performance data requirement information
06/15/14	made change to credentialing requirements
11/15/16	reviewed; added contracted for urgent care services information under operational requirements; administrative edits
08/01/19	reviewed; no changes
09/01/21	reviewed; no changes
01/01/23	reviewed; administrative edits
10/01/25	reviewed by Ancillary Contracting, no changes