



5 Quick Steps for Getting Started with Point32Health

Welcome to our provider network! We are excited to have you onboard as a contracted provider with one or both of Point32Health's brands: Harvard Pilgrim Health Care and Tufts Health Plan. The information below will guide you in working with us and ensuring a smooth collaboration.

1. Begin at www.point32health.org/provider

Our Point32Health provider website is home to a wealth of resources to support your practice, including Provider Manuals, user guides, Medical Necessity Guidelines, pharmacy information, a behavioral health section, payment policies, product information, and more.

2. Go electronic with our secure portals

Save time. Increase efficiency. Available 24/7. Our secure portals support a full range of transactions, such as verifying patient eligibility; reviewing benefit information; checking claims status and making online claim adjustments; and submitting referrals, notifications, and authorizations.

Register for our portals by visiting www.point32health.org/provider/electronic-tools.

3. Register for electronic payment

Electronic payment is fast, secure, and easy. Through our partnership with Payspan, you can deposit your payments electronically to a bank account, receive electronic 835 ERAs and EOPs directly, and review current or past payments. Refer to this [Electronic Funds Transfer Quick Reference Guide](#) for details.

4. Sign up for our electronic newsletter

Keep up to date with our monthly online provider newsletter, *Insights and Updates for Providers*, which provides 60-day advance notice of substantial changes in policies and procedures, billing updates, policy information, and more. Visit www.point32health.org/provider/office-resources/provider-newsletter to view current and archived issues and to register to have an email copy sent to you each month.

5. Refer to handy trainings

Our provider trainings are designed to support you and your office staff in working with us. On our Provider Training page, you'll find short training videos, user guides, and reference tools to guide you through common transactions. Visit www.point32health.org/provider/office-resources/provider-training for more.

For additional assistance, contact our Provider Service Center with questions. You'll find their contact information at www.point32health.org/provider/contact-us.