HPHConnect for Providers User Guide
DECEMBER 2023

Harvard Pilgrim Health Care
a **Point32Health** company

Member Eligibility Verification

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Eligibility Verification Overview

Introduction

Before submitting a referral/authorization request, verify patient eligibility.

This will eliminate submitting requests for services for a non-eligible member. Go to www.harvardpilgrim.org/providers. Click on "HPHConnect Login" and sign in.

Best Practices

Harvard Pilgrim recommends using the "Patient Management" patient search option to check patient eligibility. Search for the member and select from your patient list. In the "Patient Management" section, when the current patient field is populated with a member name:

- The patient information bar displays at the top of the screen showing the selected member's name, birth date, Harvard Pilgrim ID number, and PCP.

- The user can easily switch between checking eligibility, viewing claims history, and referral/auth transactions for the selected member.

Eligibility Search Tips

- It is not necessary to capitalize names or ID# prefixes.
- You can search with partial or complete information.
  - For a name search, the minimum characters required is two.
  - For an ID# search, the minimum required is the alpha prefix and at least two digits.
- Searches with partial information will return more and varied results. It is best to supply as much information as possible to narrow the search.
- Do not use dashes or leave any spaces.

Examples:

  - ID # — hp123456700 or 99999999900
  - Last name/first name, e.g., smith, mary, or, last name/first name initial, e.g., smith, m

How to Verify Patient Eligibility

1. In the "Patient Management" section, click on "Search Patients" to access the patient search screen (below).

Patient Search Screen

2. **a)** Select the desired patient search criteria:

- Name
- Member ID, or

b) Enter the appropriate patient information in the [blank] field

c) Adjust the "As of" date, if you want eligibility information for a date prior to today's date, which is the default

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Patient Search

Conduct Patient Search

○ Last Name   ◉ Member ID

Patient [   ] ⑦

(ID Example - HP5555555,HP4444444)

PCP: None Selected   (SELECT)

Search Filters

As of [11/18/2019 📅]   **Birth Date:** [   ]
                                                     (MM/DD/YYYY)

Gender [▾]   **Age** [   ]

(SEARCH)   CLEAR

Optional — Other search criteria available but not required include:

- PCP (if on the access list drop-down)
- Birth date
- Gender
- Age

3. Click "Search" to find the patient. The patient search results list appears, matching the data you entered.
Patient information includes:

- Name
- Address
- Birth date
- Sex
- ID
- Primary care provider
- Sponsor

4. Click "Select" to add patient to current patient list.

Patient Search Results

	Name:	Sex:	Birth Date:	Address:	ID	Primary Care Provider	Sponsor
SELECT	SMITH, JOHN	M	18 Aug 1948	223 WINTHROP ST BROCKTON MA 02301	HP147893100	Ravindran, R	HPHC

5. The patient's name is now on the patient list and appears in the current patient field.

The gray bar at the top of the screen displays information about the member selected in the current patient field.

- If active, the name, birth date, HP# and PCP with provider name and NPI, when available.
- If not active, the name, birth date, HP# and termination date only will appear.

6. **Eligibility, claims, and referrals/auth** links now appear under the current patient field. To access information for the selected patient, click on the appropriate link.

Conduct Eligibility Search

Subscriber Information

	First	Last
★ **Subscriber Name**	JOHN	SMITH

	Member #
★ **Patient ID**	HP147893100

| **As of** | 11/18/2019 📅 | **Gender** | ▾ |

○ Name ○ Provider ID ○ Provider NPI

★ **Requesting Provider** [   ] **SEARCH**

Reminder: Providers can only access referral/auth transactions for which they are the requesting provider, the servicing provider, or the member's PCP.

7. Enter **requesting provider search criteria**:
   - Requesting provider's name
   - NPI

⦿ Name ○ Provider ID ○ Provider NPI

★ **Requesting Provider** [smith, john] **SEARCH**

8. Click "Search" to find requesting provider.

⦿ Name ○ Provider ID ○ Provider NPI

★ **Requesting Provider** [smith, john] **SEARCH**

9. Click "Select" to choose the correct requesting provider. Requesting provider search results appear.

Provider Search

Select	Provider Name	Provider ID
SELECT	Smith, John	12058082

10. Click "Search" to **submit eligibility request.**

Requesting provider details will populate the new 270 eligibility detail request screen.

Subscriber Information

	First	Last
★ **Subscriber Name**	JOHN	SMITH

★ Patient ID   Member #   HP147893100

As of   11/18/2019   🗓   **Gender** ▾

Smith, John   (Provider NPI: 1023085719)
◉ Name ○ Provider ID ○ Provider NPI

★ Requesting Provider   [ ]   **SEARCH**

SEARCH   CLEAR

11. The eligibility detail screen displays in-network, out-of-network, network not defined, non-covered services, deductible information, deductible information remaining, out-of-pocket maximum, out- of-pocket maximum remaining and additional information, using expandable/collapsible tables +/– as seen below.

Eligibility Detail as of Nov 18, 2019

Patient Information

Name:	Mary Z. Smith	**Birth Date:**	Jul 5, 1953
Sex:	Female	**Member ID:**	HP123456700
PCP:		**Address:**	5 West Gate Dr Bow, NH 03304
		Phone:	None

Benefit Plan Information

Carrier:		**Eligibility/Benefit Start Date**	Jun 1, 2018
Product:	NH PPO-Best Buy Tiered Copay LP	**Eligibility/Benefit End Date**	Jun 30, 2018
Network:		**Benefit Plan:**	

Additional Information

⊕ **In Network as of Nov 18, 2019**

⊕ **Out of Network As of Nov 18, 2019**

12. In-network section displays applicable copays by service type.

Benefits with copays or coinsurance will be reported in the "in-network services" and "out- of- network services" tables. If a benefit for which Harvard Pilgrim is reporting member eligibility does not have a patient responsibility, it will not be reported in these tables. For a list of all benefits for which Harvard Pilgrim is reporting the member eligibility details, please see the "network not defined" table.

⊖ **In Network as of Nov 18, 2019**

Benefit Description	Copay	Coinsurance	Ref/Auth Required	Benefit limit	Additional Information
Medical Care			N	Not Available	
Used Durable Medical Equipment		20%	N	Not Available	
Used Durable Medical Equipment	$0		N	Not Available	
Durable Medical Equipment Purchase		20%	N	Not Available	
Durable Medical Equipment Purchase	$0		N	Not Available	
Ambulatory Service Center Facility		0%	N	Not Available	
Ambulatory Service Center Facility	$100		N	Not Available	
Durable Medical Equipment Rental		20%	N	Not Available	
Durable Medical Equipment Rental	$0		N	Not Available	
Surgical			Y	Not Available	
Second Surgical Opinion			Y	Not Available	
Second Surgical Opinion		0%	Y	Not Available	PCP/Select Specialist
Second Surgical Opinion	$25		Y	Not Available	PCP/Select Specialist

13. "Out-of-Network" section displays copays and coinsurance, if applicable.

⊕ **Out of Network As of Nov 18, 2019**

Benefit Description	Copay	Coinsurance	Ref/Auth Required	Additional Information
Pharmacy			N	
Brand Name Prescription Drug - Formulary			N	
Mail Order Prescription Drug: Brand Name			N	
Mail Order Prescription Drug: Generic			N	
Generic Prescription Drug - Formulary			N	
Hospital - Emergency Accident		0%	N	
Hospital - Emergency Medical		0%	N	

14. "Network Not Defined" displays a list of all benefits for which Harvard Pilgrim is reporting member eligibility details.

⊕ **Network Not Defined as of Nov 18, 2019**

Benefit Description	Benefit limit	Additional Information
Health Benefit Plan Coverage	Not Available	
Mental Health	Not Available	See Additional Info Below
Psychotherapy	Not Available	See Additional Info Below
Psychiatric - Inpatient	Not Available	See Additional Info Below
Psychiatric - Outpatient	Not Available	See Additional Info Below
Substance Abuse	Not Available	See Additional Info Below

⊕ **Non-Covered Services**

Benefit Description	Covered In Network	Covered Out of Network	Covered Network Not Defined
Medical Care	Yes	No	N/A
Surgical	Yes	No	N/A
Consultation	Yes	No	N/A
Diagnostic X-Ray	Yes	No	N/A
Diagnostic Lab	Yes	No	N/A
Radiation Therapy	Yes	No	N/A
Anesthesia	Yes	No	N/A
Surgical Assistance	Yes	No	N/A
Used Durable Medical Equipment	Yes	No	N/A

15. "Additional Information" section displays information regarding behavioral health services coverage.

**Note: This additional information will only display for inquiries on or before Oct. 31, 2023. As we've insourced our behavioral health program for Harvard Pilgrim commercial members on Nov. 1, 2023, this field will be blank for inquiries with a date of Nov. 1, 2023 or after.

⊕ **Additional Information**

Mental Health -

United Behavioral Health
P.o. Box 30602
Salt Lake City, UT 84130
Telephone: (888) 777-4742

Psychotherapy -

United Behavioral Health
P.o. Box 30602
Salt Lake City, UT 84130
Telephone: (888) 777-4742

Variable Eligibility Search Criteria

Last Name Only Search

Note: Do not use this search method when searching for patients with common last names, such as, Smith, Jones, etc.

Last Name and First Initial Search

Do not leave any spaces before or after the comma.

The eligibility search results list displays only members, from the past 13 months, with this last name and a first name that begins with the initial submitted.

	Name:	Sex:	Birth Date:	Address:	ID	Primary Care Provider	Sponsor
SELECT	DOE, JAMES M	M	22 Jan 1958	5 WASHINGTON ST BEDFORD MA 01730	HP067973100	McPhillips, Emily	HPHC
SELECT	DOE, JANE	F	1 Jan 1969	123 MAIN STREET NEW YORK NY 10017	84930258971057300	Practitioner, Unspecified	HPHC

Patient Search Results

Full Patient ID # Search

Select "Member ID" and enter the full 11-digit number without any dashes.

The eligibility search results screen displays only the member that you have requested.

Patient Search

Conduct Patient Search

○ Last Name ● Member ID

Patient: HP000000100 ⊘

(ID Example - HP5555555,HP4444444)

PCP: All Providers ▾

Search Filters

As of: 11/18/2019 📅   Birth Date: [   ]
                                          (MM/DD/YYYY)

Gender: [   ] ▾   Age: [   ]

SEARCH   CLEAR

Partial Patient ID # Search

To view a list of all members covered on the policy, select "Member ID" and enter only the first 9 digits of the ID#. This can be helpful to identify the subscriber for a dependent child, etc.

Patient Search Results

	Name:	Sex:	Birth Date:	Address:	ID	Primary Care Provider	Sponsor
SELECT	DOE, JAMES M	M	22 Jan 1958	5 WASHINGTON ST BEDFORD MA 01730	HP067973100	McPhillips, Emily	HPHC

No Current Information Available

If you search for the patient's eligibility as of today's date and receive an 'invalid request' error, the patient may have been terminated. Search for the member under the "Office Management" section to view the patient's policy effective dates.

Error

❌ **Invalid request.**

Reject Reason: Unable to Respond at Current Time (42R)
Suggested Action: Please Correct and Resubmit (C)

Conduct Eligibility Search

⦿ Last Name ◯ Member ID:

Patient   smith, jo   ?

(Last Name Example - Smith, John)

PCP: All Providers ▾

Search Filters

As of   11/18/2019 🗓   **Birth Date:** [   ]
                                                  (MM/DD/YYYY)

Gender   -Select- ▾   **Age** [   ]

SEARCH   CLEAR

	Name:	Sex:	Effective Dates	Birth Date:	Member ID:	Primary Care Provider
SELECT	SMITH, JOHN	F	3 Jan 2016-30 Jun 2018	30 Mar 1967	HPP01234500	Practitioner, Unspecified