

Making a PCP Change in HPHConnect

Improved Experience for You and Our Members

- If a member identifies that an incorrect PCP is listed or wishes to make a change, you can make a real time change on their behalf
- Updating the PCP through HPHConnect is quick and easy
- The change takes effect the day the request is submitted so care can occur without interruption

Available for Most Members

- Feature for HMO/POS members whose plans require a PCP*
- You'll get an error message if the member doesn't meet eligibility requirements

Reminder: May get a notice to inform the member that the change may increase their cost share if they are part of a tiered plan (depending on the change being made). Member may contact Harvard Pilgrim Member Services for more information.

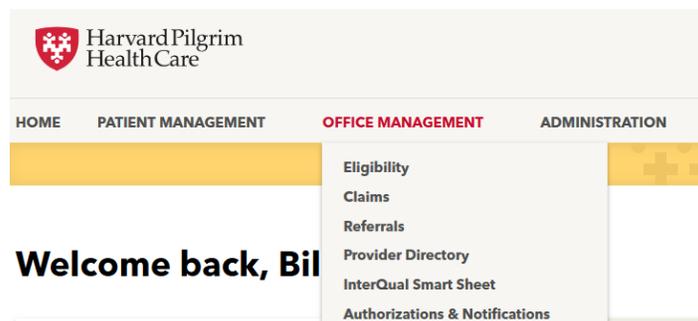
**Medicare Advantage, United Joint Venture, & PPO members are excluded*

Effective Date

- Effective date: On the date the change is submitted
- Updated PCP Information may not be viewable in HPHConnectPortal for up to 24-48 hours
- No retroactive PCP changes
- If there is an error in processing the PCP Change request, Provider eBusiness Services will contact you by phone and email.

Getting Started

1. Log in: https://www.harvardpilgrim.org/portal/page?_pageid=253,1&_dad=portal&_schema=PORTAL
2. Click "Office Management"
3. Select "Eligibility"



Choosing the Patient

- Search by patient Name or ID
- Verify that the member is active and click select to add the member to your current patient list

Eligibility Search

Conduct Eligibility Search

Last Name Member ID: 

Patient: 
(Last Name Example - Smith, John)

PCP:

Search Filters

As of: 

Birth Date:
(MM/DD/YYYY)

Gender:

Age:

Eligibility Search Results

| | Name: | Sex: | Effective Dates | Birth Date: | Member ID: | Primary Care Provider |
|---|-----------------------|----------------------|---------------------------------|-----------------------------|----------------------------|---|
|  | Smith | F | 28 Feb 2016- | | HP0 | Practitioner, Unspecified |

Pages: (1) Results: 1

- Click on "Patient Management", then select the patient from the drop down menu
- Then, review patient demographics for the selected member

HOME **PATIENT MANAGEMENT** OFFICE

Current Patient

(None) 

(None)

Doe, Jane

Murphy, Michael

Smith, John

Pages: (1)

Eligibi 

Currently Selected Record: HPHC - Patient Information

Patient Demographic

Name: Smith, John Sex: Male

Address: Birth Date: 8

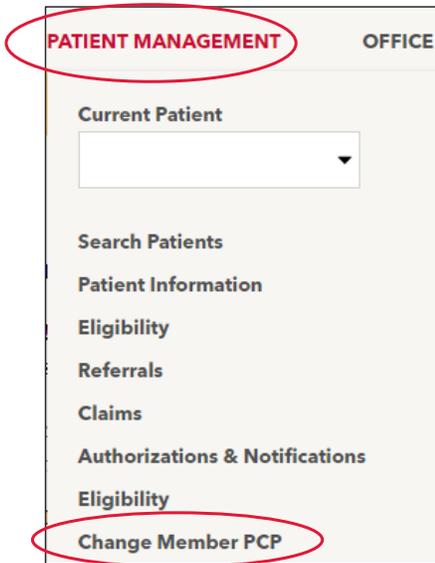
ID: HP0I

Clinician/Caregiver Information

Name: Unspecified Practitioner Effective Dates: 28 Feb 2016 - None Phone: None

Changing the PCP

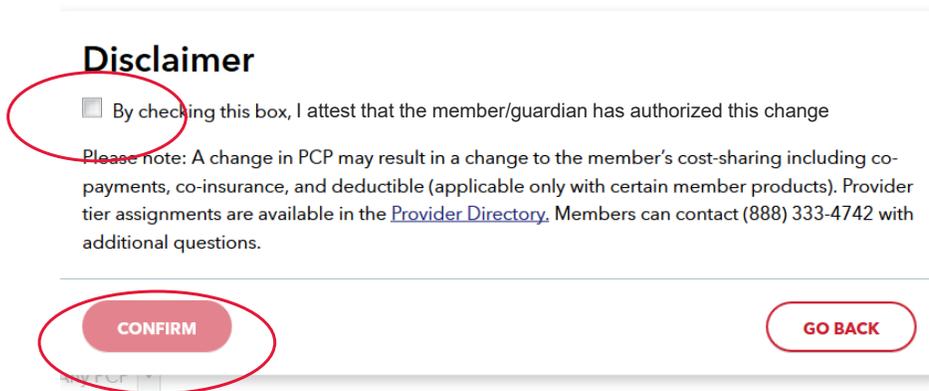
- Click on Patient Management then click on Change PCP



The screenshot shows a sidebar menu with the following items: PATIENT MANAGEMENT (circled in red), OFFICE, Current Patient (with a dropdown arrow), Search Patients, Patient Information, Eligibility, Referrals, Claims, Authorizations & Notifications, Eligibility, and Change Member PCP (circled in red).

Review the Attestation

- Read the disclaimer
- Confirm the selection with the member/guardian
- Select confirm



Disclaimer

By checking this box, I attest that the member/guardian has authorized this change

Please note: A change in PCP may result in a change to the member's cost-sharing including co-payments, co-insurance, and deductible (applicable only with certain member products). Provider tier assignments are available in the [Provider Directory](#). Members can contact (888) 333-4742 with additional questions.

CONFIRM **GO BACK**

Choosing the New PCP

- Search for the new PCP by name, NPI or practice

Search Options

Type of Provider

Provider Provider Name Provider NPI
(Last Name Example - Smith, John)

Provider Practice Practice Name

Location

Provider Preferences

Sex:

Accepting New Patients

SEARCH **CLEAR**

- Select the new provider

| Select | Name: | Type | Specialty: | Address: | Phone Number | Product: | Network Tier | Effective Dates | Status | Proximity |
|---------------|---|------------|----------------------|---|--------------|---------------------|--------------|---------------------|---------------|--|
| SELECT | Jane Doe, MD Franklin Medical Group | Clinician: | Internal Medicine | 170 Governors Ave MEDFORD, MA 02155 | 555-555-5555 | Best Buy PPO HSA | | 28 Jul 2017-None | Participating | Map Driving Directions |

Completing the Change

- Select the reason for the change from the menu
- The established patient drop-down identifies if the member or a relative is a current patient of the selected PCP
- Enter your contact information in the contact fields. This will be used if we need to discuss the change request with you.
- Click the Accept button

*** Reason for Change**

Established Patient

Contact First Name

Contact Last Name

Contact Number

ACCEPT **CANCEL**

* Indicates required field

Note: Contact fields must be completed for the request to be processed.

Status Message

Confirmation

 **Your PCP Change Request has been submitted**

This change will become effective 02/19/2020

Reminder: Change is effective on the date submitted. However, it may take 24-48 hours for the change to appear in the HPHConnectportal.

Error

Unfortunately, the system does not have enough information on file to proceed with your request. Please contact your health plan for more information.

For a general error message, verify that the member has an active span and participates in a plan that requires a PCP and submit your request again. (Medicare Advantage, United Joint Venture, & PPO members are excluded)

Need Assistance?

Please contact the Provider eBusiness Services team at provider_ebusiness_services@point32health.org or call 800-708-4414 (option #1, #6)