

Provider Communications

Publications

Harvard Pilgrim is committed to providing clear, accurate and timely communications to our affiliated provider network. Harvard Pilgrim publishes *Insights and Updates for Providers*, a monthly provider e-newsletter, as well as a *Provider Manual*. Both are available online at www.harvardpilgrim.org/provider.

Monthly Newsletter

Insights and Updates for Providers is a monthly online publication that provides news and information for our affiliated provider network. This publication informs business and clinical leaders and their office staff of policy changes, billing information, online tools and resources, and other organizational and clinical updates.

Insights and Updates for Providers serves as the primary vehicle for communicating any policy or procedural changes that may have a substantial impact on the rights or responsibilities of providers. *Insights and Updates for Providers* provides 60 days' notice of these changes.

Providers may access *Insights and Updates for Providers* on-line at www.harvardpilgrim.org/provider at any time for current news, information and notices. Providers may also receive *Insights and Updates for Providers* through monthly e-mail distribution by registering at www.harvardpilgrim.org/provider under "News Center."

Provider Manual

The *Provider Manual* contains information to help providers and office staff understand Harvard Pilgrim products, programs, policies, and procedures. The *Provider Manual* is updated on the 1st day of each month. Find updates at www.harvardpilgrim.org/provider. Highlights of updates are published in *Insights and Updates for Providers*.

Web Site

Harvard Pilgrim's web site, www.harvardpilgrim.org/provider, offers the most current provider-focused information and resources including, but not limited to:

- **Prior authorization** — Prior authorization policies and forms as well as guides to support your practice
- **E-business** — Information about web-based transaction services to submit claims, verify eligibility, check claims status, send/receive referrals, and submit notification, as well as information on electronic payment
- **Pharmacy** — Comprehensive information and resources for formulary, drug tier list, and drug programs
- **Billing and Reimbursement** — Payment policies, claims information and policies, and appeals information
- **News Center** — Provider newsletters, including current and archived issues and other current news
- **Resource Center** — Joining the network, key contacts, and more to support your practice
- **Learn About Our Products** — Information about our plans, including HMO, POS, and PPO; tiered and limited network; national and senior plans
- **Provider Manual** — Information on products, programs, policies, and procedures
- **Provider Directory** — Web-based search function to find a provider or pharmacy

- **Training & Events** — Information about upcoming provider events, recordings of recent meetings and events, and short training videos
- **Caring for Your Patient** — Patient education and support materials
- **Network Medical Management and Quality** — Physician Honor Roll, Quality Grants information, and details on our quality improvement program

HPHConnect

HPHConnect is Harvard Pilgrim's web-based transaction service where providers and office staff may perform a variety of transactions online (such as submitting and checking the status of claims, verifying patient eligibility, sending or receiving specialty referrals, and submitting requests for authorization). In addition, HPHConnect offers news and updates on its home page and provides links to many of the resources noted here, including *Insights and Updates for Providers*, the Provider Manuals, and Clinical Policies. HPHConnect may be accessed at hphc.healthtrioconnect.com.

Provider Service Center

Harvard Pilgrim's Provider Service Center representatives are responsible for responding to all telephone and written inquiries from hospitals and practitioners, including their offices and billing agencies. The Provider Service Center offers short call wait time and quick response to inquiries. Contact the Provider Service Center at 800-708-4414.

PUBLICATION HISTORY

07/15/07	reviewed; administrative edits
05/15/09	reviewed; updated provider manual publishing date from quarterly to monthly
03/01/19	reviewed; added products information; added HPHConnect section; administrative edits
11/01/21	reviewed; added Training & Events information; administrative edits
02/01/23	reviewed; administrative edits; updated provider newsletter name to Insights and Updates for Providers