

Tiered Provider Network Appeal Guidelines (Massachusetts Plans)

Description

Harvard Pilgrim has established guidelines by which network providers may appeal their tier classification and receive an appeal decision from Harvard Pilgrim. These guidelines comply with Section 152.05 of Title 211 of the Code of Massachusetts Regulations (211 CMR 152.05).

Policy

Upon receipt of the notification letter from Harvard Pilgrim, providers may formally appeal their tier classification by following the instructions listed in the notification letter and returning all necessary documentation via e-mail to tier_review@point32health.org within the timeframe specified. Upon receipt of formal tier appeal requests, Harvard Pilgrim will review the request and provide a written summary of the resolution. Final tier designations will be included in Harvard Pilgrim's Provider Directory.

PUBLICATION HISTORY

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| 10/01/13 | original documentation |
| 05/01/21 | reviewed; clarified appeals request policy |
| 01/01/23 | reviewed; administrative edits |