



Key contacts and resources

Point32Health provider website	<p>www.point32health.org/provider</p> <p>Includes key resources such as policies (medical, pharmacy, payment), Provider Manuals, prior authorization information, forms, news, and more.</p>
Secure portals	<p>Harvard Pilgrim Health Care</p> <ul style="list-style-type: none"> • HPHConnect for Harvard Pilgrim Health Care products: https://hphcproviders.healthtrioconnect.com/ • For assistance: provider_ebusiness_services@point32health.org <p>Tufts Health Plan</p> <ul style="list-style-type: none"> • Secure portal: https://providers.tufts-health.com/thp/portal/providers/login • For assistance: Tufts_Health_Plan_Provider_Technical_Support@point32health.org
Provider Services	<ul style="list-style-type: none"> • Harvard Pilgrim Health Care Commercial: 800-708-4414 • Harvard Pilgrim Health Care Stride Medicare Advantage: 888-609-0692 • Tufts Health Plan Commercial: 888-884-2404 • Tufts Health Public Plans: 888-257-1985 • Tufts Health Senior Products: 800-279-9022
Electronic data interchange	<ul style="list-style-type: none"> • Learn more at www.point32health.org/provider/electronic-services/electronic-data-interchange-edi/ • To get started with EDI submission, contact: <ul style="list-style-type: none"> - Harvard Pilgrim Health Care: edi_team@point32health.org - Tufts Health Plan: edi_operations@point32health.org
Pharmacy Utilization Management	<ul style="list-style-type: none"> • Online submission is recommended: https://point32health.promptpa.com • Electronic PA, fax, and mail also accepted.
Claims	<p>Electronic claims submission is recommended for the quickest way to have your claims processed. Refer to the applicable Provider Manual for details on claim submission.</p>