

5 Quick Steps for



Getting Started with Harvard Pilgrim Health Care

Welcome to the Harvard Pilgrim provider network! Getting started in our network is simple. Share this flyer with your office staff and follow the steps below to help get our partnership off to a smooth start.

- 1 Begin at www.harvardpilgrim.org/provider** Our provider website is home to a wealth of resources to support your practice, including Provider Manuals, user guides, medical necessity guidelines, pharmacy information, a behavioral health section, payment policies, disease management information, product pages, and more. We also encourage you to visit www.point32health.org/provider, where you can find additional resources.
- 2 Go electronic with HPHConnect** Harvard Pilgrim's secure portal, HPHConnect, supports a full range of transactions, such as verifying patient eligibility; sending authorization and specialty referrals requests and receiving a timely response; and submitting and tracking claims. Register for HPHConnect in one of the following ways: visit www.harvardpilgrim.org/providers and select Electronic Tools and HPHConnect, call 800-708-4414 (option 1, then press 6), or email Provider_eBusiness_Services@point32health.org.
- 3 Register for electronic payment** Electronic payment is fast, secure, and easy. Through our partnership with Payspan, you can deposit your payments electronically to a bank account, receive electronic 835 ERAs and EOPs directly, and review current or past payments. Instructions for registering can be found at in the "E-Business" section of our provider website (www.harvardpilgrim.org/provider/resource-center/electronic-tools-and-hphconnect).
- 4 Sign up for our electronic newsletter** Keep up to date with our monthly online provider newsletter, Insights and Updates for Providers, which provides 60-day advance notice of substantial changes in policies and procedures, billing updates, policy information, and more. Visit www.point32health.org/provider/news to view current and archived issues and to register to have an email copy sent to you each month.
- 5 Participate in trainings and events** Our provider trainings are designed to support you and your office staff in working with us. On our Provider Training and Events page, you'll find onboarding sessions, upcoming provider events, and short training videos to guide you through common transactions. Visit www.point32health.org/provider/training for more.

Our Provider Service Center is also available at 800-708-4414 to answer your questions and help you resolve any issues you may have.



Harvard Pilgrim
Health Care

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