



Receiving care outside of Massachusetts, Maine and New Hampshire

Please bring this document when you visit a participating UnitedHealthcare provider or facility for the first time

Harvard Pilgrim's Access AmericaSM plan features Harvard Pilgrim's broad network of providers in Massachusetts, Maine and New Hampshire, and UnitedHealthcare's extensive network of providers in other states across the nation.

We recognize that providers throughout the country see members of many insurance plans and that some offices may not be familiar with your ID card.

Please show the back of this document to participating UnitedHealthcare providers outside of Massachusetts, Maine and New Hampshire.



**Questions?
We're here to help.**

Your ID card also includes the phone number for Harvard Pilgrim Member Services. When you have any questions about your claims or coverage, please call **888-333-4742**. For TTY service, call **711**.

Representatives are available:

- Monday, Tuesday, Thursday and Friday from 8 a.m. to 8 p.m. (ET)
- Wednesday from 10 a.m. to 6 p.m. (ET)

Please show this to your provider

Dear UnitedHealthcare Participating Provider,

UnitedHealthcare providers outside of Massachusetts, Maine and New Hampshire participate in this Harvard Pilgrim plan. If you're a provider outside of Massachusetts, Maine and New Hampshire, please call the numbers listed below.


For questions about:	Contact:
Eligibility or claims	UnitedHealthcare Shared Services at 800-693-5254 Press 1 for Provider, then options include: <ul style="list-style-type: none"> • For notifications, press 1 • For calls and claims regarding behavioral health services, press 2 • For eligibility, benefits, and claim mailing address information, press 3 <ul style="list-style-type: none"> – Verbally state the first nine characters of the member ID, including letters and numbers – Verbally state the member's date of birth • To receive claims status information for this member, press 4
Prior authorization for services, except genetic testing OR Prior authorization for prescription drugs <ul style="list-style-type: none"> • Pharmacy drugs • Medical drugs • Specialty drugs 	Harvard Pilgrim's Provider Service Center at 800-708-4414 and select 1 or 2 based on the member's identification number. If you selected 1: <ul style="list-style-type: none"> • For advanced imaging services through National Imaging Associates (NIA), press 2 • For behavioral health services, press 5 • For all authorizations including medical services and prescription drugs, benefits, claims status, eligibility, and referrals, press 7 If you selected 2: <ul style="list-style-type: none"> • For all notifications and authorizations including medical services and prescription drugs, press 1 • For benefits, eligibility, or claims information, press 2 • For provider credentialing or demographic changes, press 3
Prior approval for genetic testing services	Carelon Medical Benefits Management at 855-574-6476

Send claims to:


United Health Shared Services, P.O. Box 30783, Salt Lake City, UT 84130-0783


Pharmacies: Call Harvard Pilgrim Provider Services at **800-708-4414** with questions about a member's coverage or associated claims

SAMPLE Member ID Card (front and back):



Harvard Pilgrim HealthCare
a Point32Health company





Access America

ID#: **HP0**


Name:

IN OV: \$25/\$40
ER: \$150
Rx: PREMIUM \$15/\$35/\$45

UnitedHealthcare
Choice Plus Network

IN Ded: \$1,000
OON Ded: \$1,000
IN OOPM: \$1,500
OON OOPM: \$4,000

Underwritten by HPHC Insurance Company and UnitedHealthcare Insurance Company or its affiliates



BIN 610011 PCN HPHC

Visit us at www.harvardpilgrim.org

DEDUCTIBLE AND/OR CO-INSURANCE MAY APPLY

Notice to Members


- For Member Services call: **888-333-HPHC (4742)**.
- In a medical emergency, go to the nearest emergency facility or call **911** or other emergency number.
- If hospitalized, notify the Plan within 48 hours.
- Contact the Plan at **800-708-4414** to request approval for:
 - admission by a non-participating physician and/or hospital.
 - all services listed in the Schedule of Benefits requiring approval.

Please refer to your evidence of coverage for a full description of your benefits.

Notice to Providers

- In MA, ME, NH: **800-708-4414** or www.harvardpilgrim.org
Claims: Payer ID: 04271
HPHC, PO Box 699183,
Quincy, MA 02269-9183
- Outside MA, ME, NH: **800-693-5254**
UnitedHealth Shared Services
Claims: Payer ID: 39026
Group Number: 11-123456
PO Box 30783, Salt Lake City
UT 84130-0783 • <https://uhss.umn.com>

UnitedHealthcare
Choice Plus Network



AA