

Receiving care outside of New England

Harvard Pilgrim's POS plans* feature Harvard Pilgrim's broad network of providers in New England 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.

You may find it helpful to bring this document when you visit a participating UnitedHealthcare provider or facility for the first time as a Harvard Pilgrim member.

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

* Some POS plans are underwritten by HPHC Insurance Company.



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 and Thursday from 8 a.m. to 6 p.m.
- Wednesday from 10 a.m. to 6 p.m.
- Friday from 8 a.m. to 5:30 p.m.

All times Eastern

PLEASE SHOW THIS TO YOUR PROVIDER

Dear UnitedHealthcare Participating Provider,

UnitedHealthcare providers outside of Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island and Vermont participate in this Harvard Pilgrim plan.



Health Care Providers outside of Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island and Vermont who have questions about eligibility should call UnitedHealthcare at **(800) 693-5254**. This number is for providers only and is also listed on the back of the member's ID card.

Send **medical** claims to:
United Health Shared Services
P.O. Box 30783
Salt Lake City, UT 84130-0783


Pharmacies who have questions about a member's coverage or associated claims should call Harvard Pilgrim's Pharmacy Benefit Manager, OptumRx, at **(855) 258-1561**.

Behavioral Health Providers should call United Behavioral Health at **(888) 777-4742** for member coverage or claims questions.

Sample Member ID Card (front)

 Harvard Pilgrim HealthCare	POS
ID#: HP-00	
Name:	
Copay: OV: \$35/50	
ER: \$250	
RX: VALUE \$5/20/30/30%/30%	
Deductible may apply. Visit www.harvardpilgrim.org for plan details.	
	

Sample Member ID Card (back)

Notice to Members <ul style="list-style-type: none">• For Member Services, call: 888-333-HPHC (4742)• For Mental Health and Substance Abuse services, call United Behavioral Health at: 888-777-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:<ul style="list-style-type: none">• admission by a non-participating physician and/or hospital• all services listed in the Schedule of Benefits requiring approval	Notice to Providers <ul style="list-style-type: none">• In MA, ME, NH, CT, RI, VT: 800-708-4414 or www.harvardpilgrim.org• Medical Claims: Payer ID: 04271 HPHC, PO Box 699183, Quincy MA 02269-9183• Other States: 800-693-5254• United Health Shared Services Medical Claims: Payer ID 39026 Group Number: 11-123456 PO Box 30783, Salt Lake City, UT 84130-0783 • https://uhss.umr.com
Please refer to your evidence of coverage for a full description of your benefits. www.harvardpilgrim.org	UnitedHealthcare® Options PPO Network  MP