

Point32Health

**Massachusetts
Association of Patient
Account Management
(MAPAM)**

All Payer Meeting

May 16, 2025



Agenda

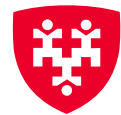
- About Point32Health
 - Our products
 - Provider enrollment and credentialling
 - Claims and reimbursement
 - Online tools
 - News and updates
 - Resources and contacts
- 
- A decorative graphic consisting of two parallel diagonal stripes, one orange and one purple, running from the bottom-left towards the top-right of the slide.



Our family of brands

Point32Health

Point32Health
Foundation



Harvard Pilgrim
Health Care



TUFTS
Health Plan



Point32Health
Dental

Point32Health
Vision



Harvard Pilgrim
Health Care Institute



hpi

EHN

EMPLOYERS
HEALTH
NETWORK

MedWatch
Empowering People. Improving Lives.



TrestleTree



Point32Health Foundation

\$200+ million

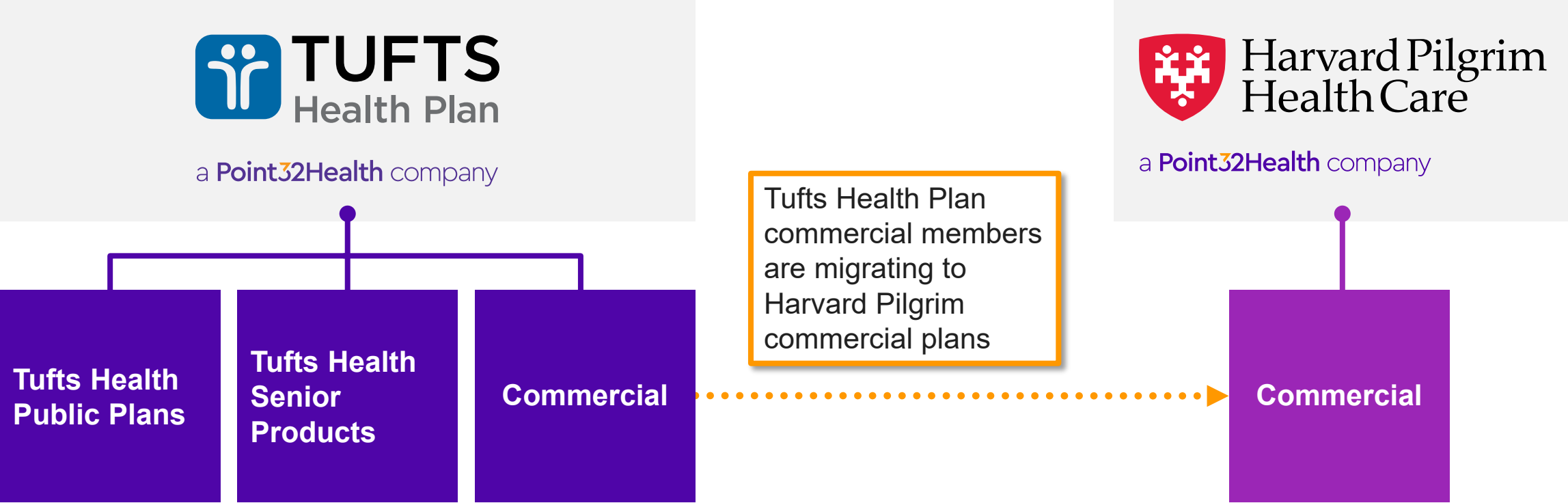
to support nonprofit
organizations across
New England
since 1980



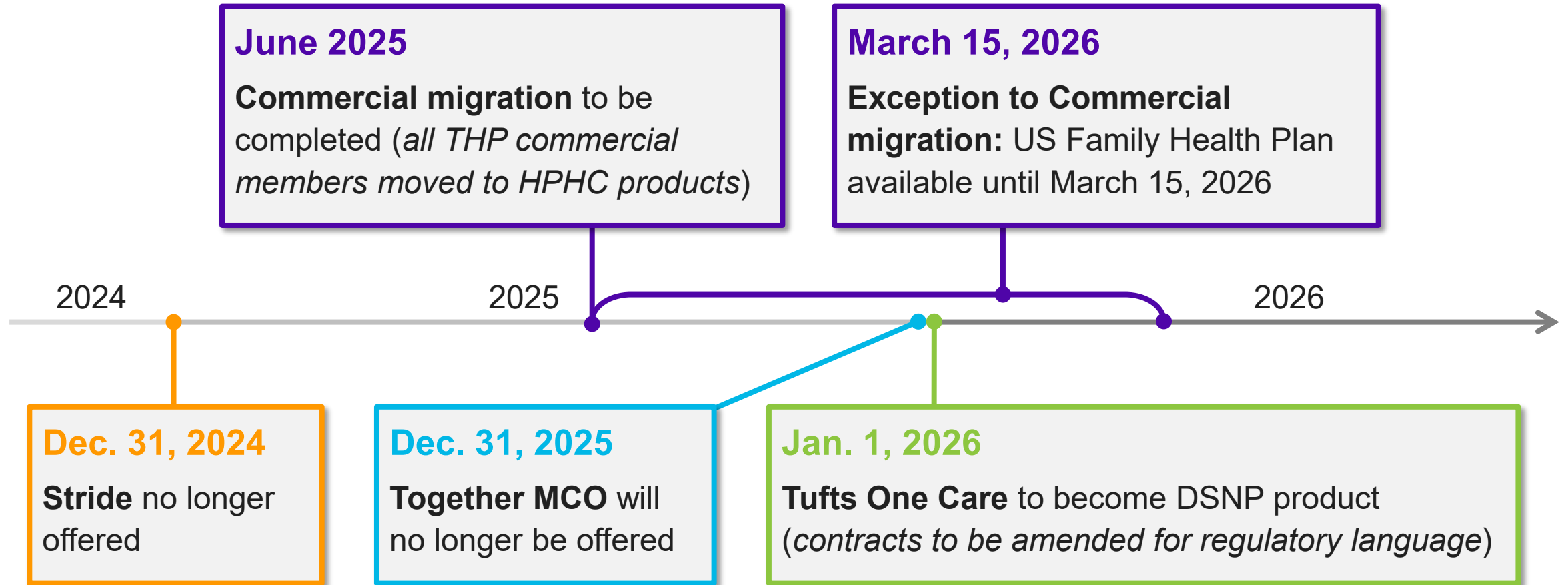
The background features two thick diagonal stripes. The first stripe is orange and runs from the bottom-left towards the top-right. The second stripe is purple and runs parallel to the first, starting from the bottom-left and extending towards the top-right, creating a layered effect.

Our products

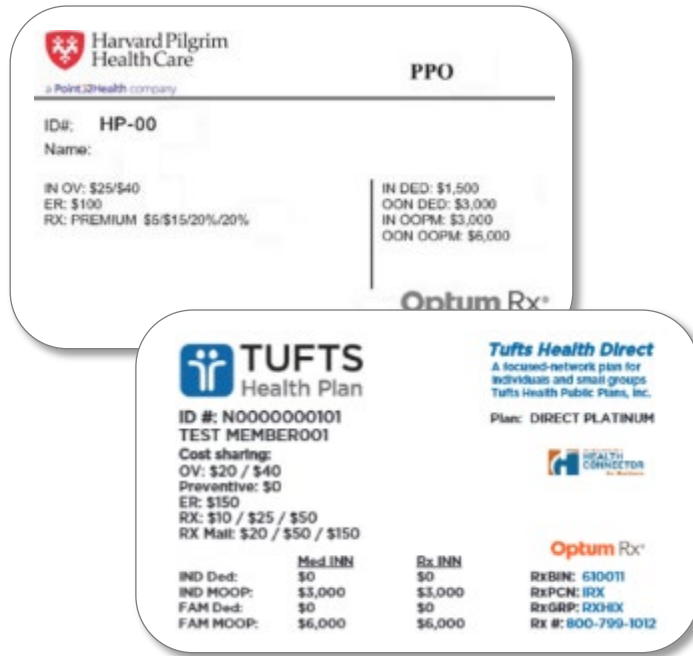
Our product portfolio



Product update timeline



Member ID cards



- Member ID cards includes **product** and **claims information**
- **Verify** the latest member eligibility and benefits electronically via our provider portals or NEHEN

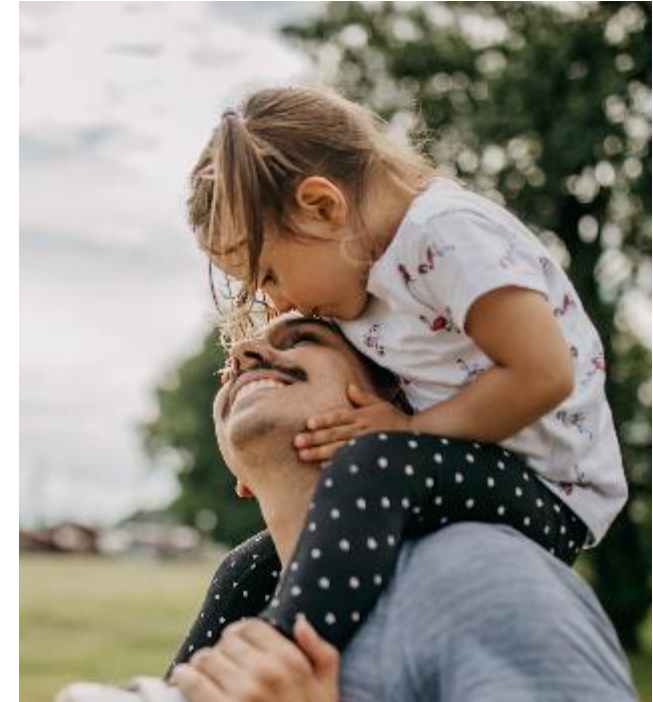


Provider enrollment & credentialing

Behavioral Health

- We've launched an **integrated** and **insourced** behavioral health program on Nov. 1, 2023, for commercial members.
- **Join** our behavioral health network:

Email: AHCBehavioralHealth@point32health.org



Visit our [Behavioral Health webpage](#) to access resources and information.

Reminder: Medicaid enrollment/screening

Tufts Health Public Plans

- **Requirement:** Federal regulations require providers who render services for Medicaid members to be screened by and enrolled with the appropriate state Medicaid agency.
- **How to complete screening:**



Tufts Health Together: via [MassHealth website](#)



Tufts Health RITogether: via [RI EOHHS provider portal](#)

Keep directory information up-to-date

How to report a change

CAQH Provider Data Portal (*primary way to update your info*)

<https://proview.caqh.org/login>



	Harvard Pilgrim Health Care	Tufts Health Plan
Provider Information Change Form	Form: Provider Information Change Form Email: PPC@point32health.org	Form: Medical or Behavioral Health Email: provider_information_dept@point32health.org

Claim and Reimbursement

Claim Inquiries

1. Utilize online tools and resources

Refer to our portals for member eligibility and benefits information and website policies and Manuals.



2. Contact Provider Service Center

When you need assistance, contact the [Provider Service Center](#).



Claims disputes/appeals

Plan	Product	Address
Harvard Pilgrim	Commercial	P.O. Box 699183 Quincy, MA 02269-9183
Tufts Health Plan	Commercial	P.O. Box 251 Canton, MA 02021-0251
	Senior Products	P.O. Box 478 Canton, MA 02021-0478
	Public Plans	P.O. Box 524 Canton, MA 02021-0524

Available transactions on THP's Provider Portal: submit corrected claims, dispute a denial or compensation amount, and return funds to THP.

Tips to minimize claim denials



Ask for the member's ID card (physical or digital).



Verify eligibility via the [Harvard Pilgrim](#) or [Tufts Health Plan](#) provider portals, or through NEHEN.



Request prior authorization for services at facilities - List the facility NPI in the servicing/billing provider field if services are performed at a facility.



Telehealth

Billing reminders:

POS

Must bill with:

- 02 (telehealth provided other than in patient's home)
- 10 (telehealth provided in patient's home)

Modifier

- Append appropriate modifier in conjunction with POS 02 or 10
- See [Harvard Pilgrim Health Care](#) and [Tufts Health Plan](#) Telehealth/Telemedicine Payment Policies

Behavioral Health update:

Commercial and Tufts Health Direct

Behavioral health services provided via telehealth now reimbursed at 100% of the in-person rate, whether they are provided by a BH or non-BH provider.

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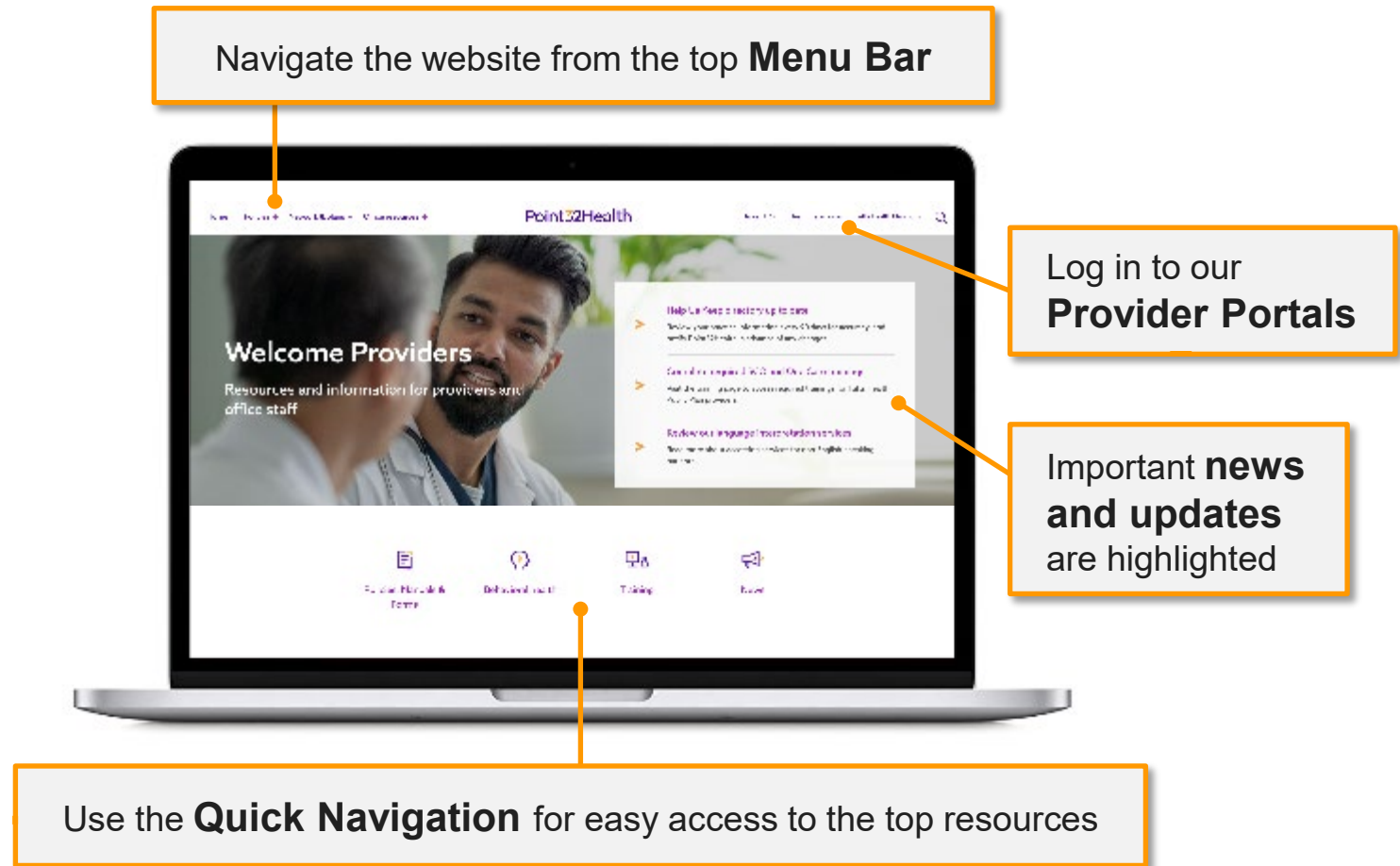
Online tools

Provider website: One convenient location

to access all Harvard Pilgrim Health Care and Tufts Health Plan resources

www.point32health.org/provider

- Saves time and effort
- Easy navigation
- Refined search options for policies and forms
- Up-to-date streamlined content



Policies & Manuals



Policies, Manuals & Forms



Behavioral health



Training



News



Policies & Manuals



Forms



Medical Drug Medical Necessity Guidelines



Medical Necessity Guidelines



Payment Policies



Pharmacy Medical Necessity Guidelines

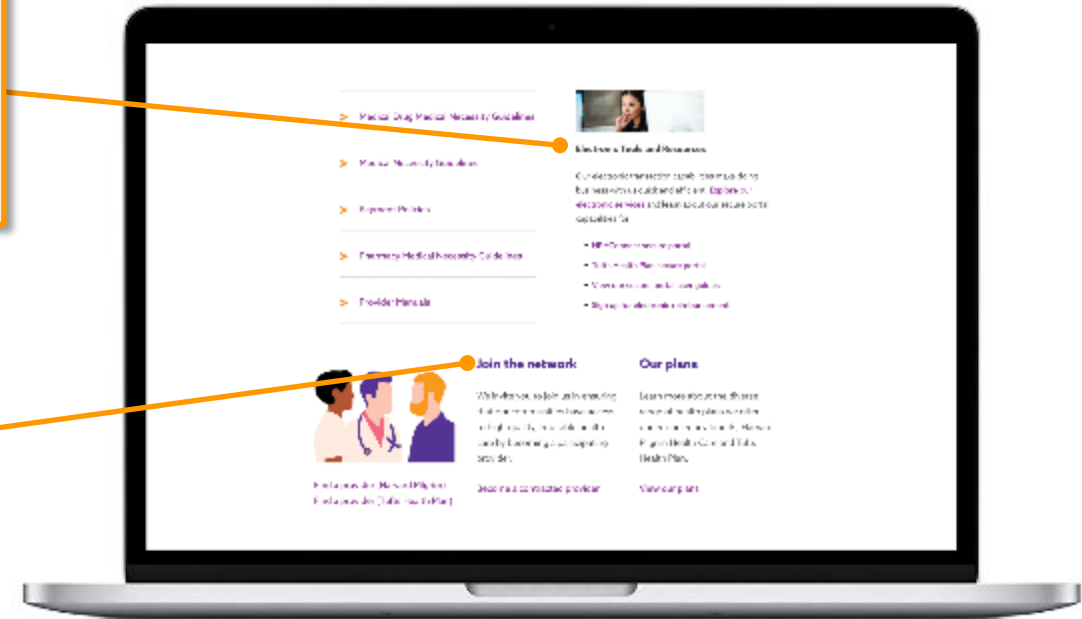
The policies you use the most are accessible in **one place**.

Integrated page **centralizes** Harvard Pilgrim and Tufts Health Plan forms.

Recently updated pages

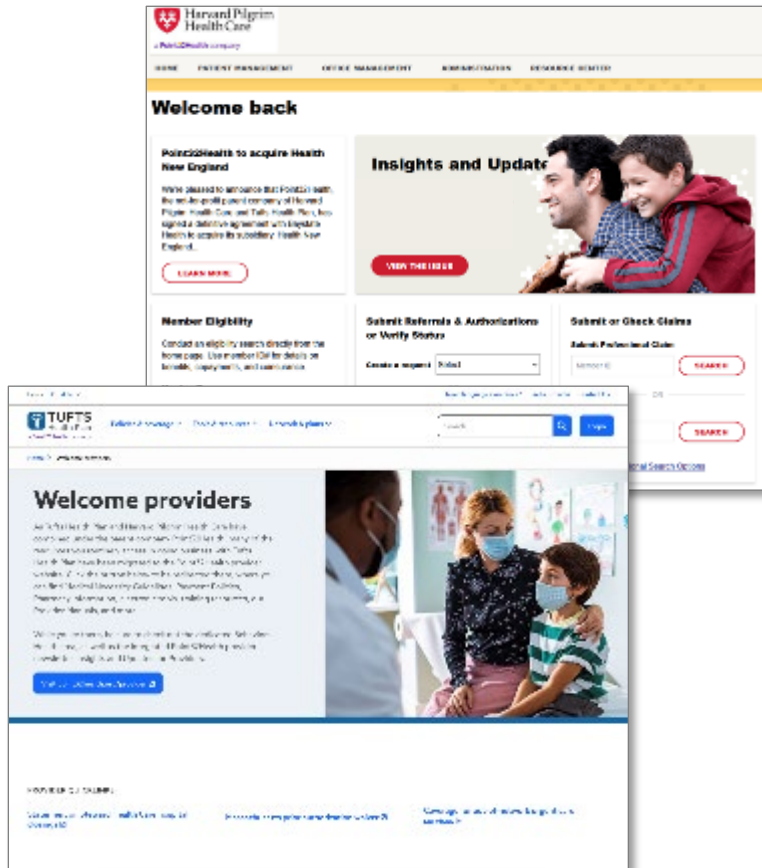
Find guidance on using **secure portals**, setting up **electronic payment**, and conducting transactions via **electronic data interchange**

Step-by-step instructions for **joining the network**, **credentialing** information, and copies of **welcome flyers**



Provider Portals

Your primary tools for doing business with us



[HPHConnect](#) and the [Tufts Health Plan Provider Portal](#) gives you access to a full range of **self-service transactions**, including:

- Member eligibility verification
- Submitting authorizations and referrals
- Checking claims status
- And more

Access user guides on the [Provider Training webpage](#).

HPHConnect: New update

Enhancing security and protecting data

Effective May 12 for HPHConnect:

- **Multifactor provider authentication**
to help ensure your login credentials cannot be misused
 - ✓ Complete by text or email
 - ✓ Prompted upon login
- **Member DOB for patient and eligibility searches**
to ensure that providers are accessing only the applicable patient's information

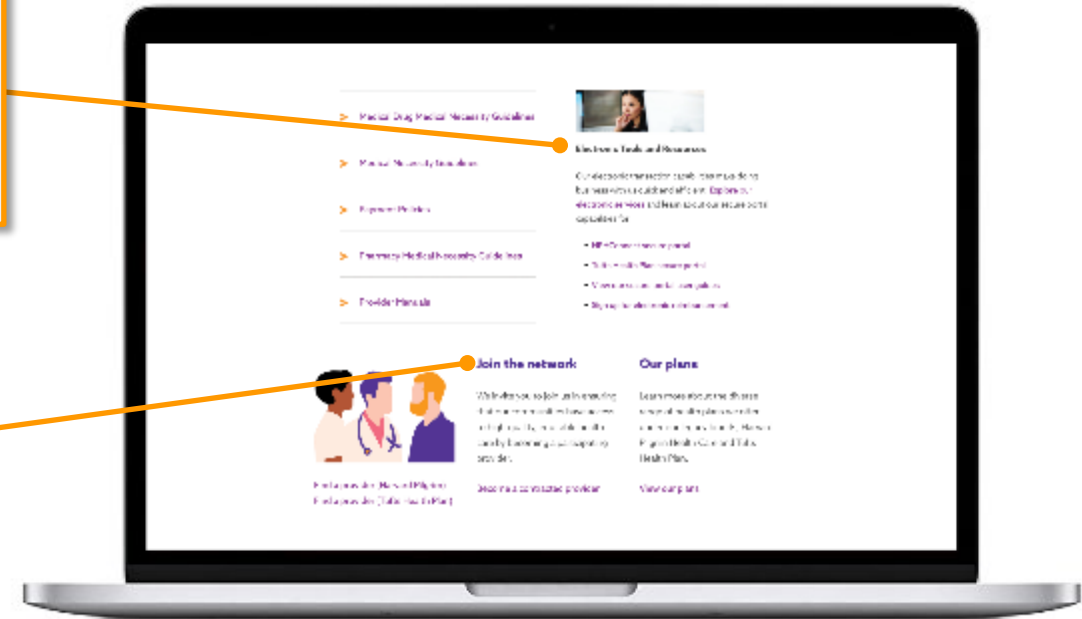
The screenshot shows a web interface for setting up multi-factor authentication. At the top, a red warning icon and text state: "This portal requires multi-factor authentication. To provide enhanced account security, this health plan requires users to authenticate their log in by entering a security code transmitted via text message or email." Below this, a message says: "Please set up multi-factor authentication on your account by entering your email address and/or a mobile phone number where you can receive text messages." There are two sections: "Text message" (Optional) and "Email" (Required). The "Text message" section has fields for "Mobile phone number:" and "Reenter mobile phone number:", both with placeholder text "xxx-xxx-xxxx". The "Email" section has fields for "Email address:" and "Reenter email address:". The "Email address:" field contains the text "Email" and has a red "X" icon to its right. Below the "Email address:" field, a small red text says "Updating here will update your account for all email communications". The "Reenter email address:" field contains the text "Confirm Email". At the bottom right of the form is a "Continue" button.

Read the [May 1 newsletter article](#) for details.

Recently updated pages

Find guidance on using **secure portals**, setting up **electronic payment**, and conducting transactions via **electronic data interchange**

Step-by-step instructions for **joining the network**, **credentialing** information, and copies of **welcome flyers**





News & updates

Inpatient hospital admissions

Updated Payment Policy effective June 1, 2025



- For **all** Point32Health products
- **Applies** for claims paid using diagnosis-related group (DRG) or case rate payment methodology
- **Services** for members who are readmitted to the ***same hospital system*** within 30 days of the original discharge for the same or related condition may be subject to review. If it is determined that the member is being treated for the same or a related condition as the original admission, the readmission will be retracted.

Refer to [article](#) for more details.

GLP-1 weight management medications



Effective July 1, 2025

- For **Harvard Pilgrim Commercial, Tufts Health Direct, and Tufts Health Plan Commercial**
- **Zepbound** is the preferred GLP-1 drug for the treatment of overweight and obesity in members age 18+
 - ✓ Wegovy and Saxenda moved to non-formulary for treatment of overweight and obesity in adults. Authorizations end dated June 30, 2025.
 - ✓ Prescribers: must issue new prescription for Zepbound if continued treatment of obesity or overweight is needed.
 - ✓ Affected member with approval beyond June 20 will automatically receive new authorization for Zepbound

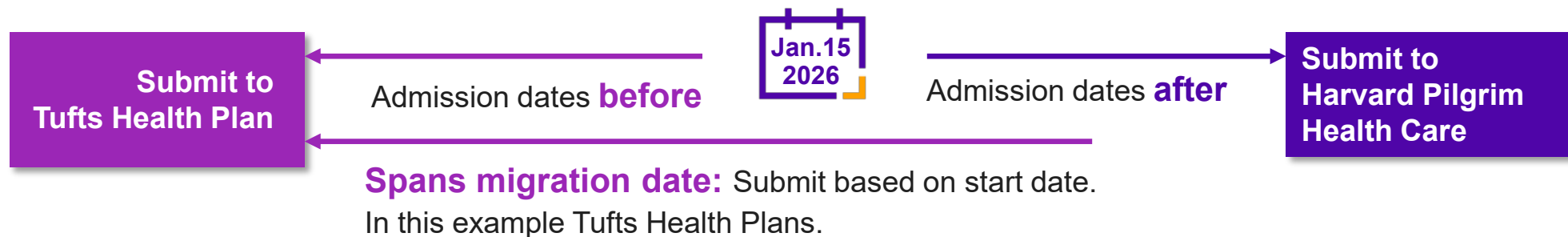
Refer to [article](#) for more details.

Avoiding duplicate claims

- For **Tufts Health Plan Commercial** members who have been migrated to Harvard Pilgrim Health Care Commercial products
- **Submit** claims based on member's eligibility on ***date of service***.
- **To avoid** rejections/denials, do not submit claims for the same service to both Harvard Pilgrim Health Care and Tufts Health Plan.

Refer to [article](#) for more information.

Example: Member migrates on January 15, 2026





Inpatient pre-admission testing

Updated Payment Policy effective July 1, 2025

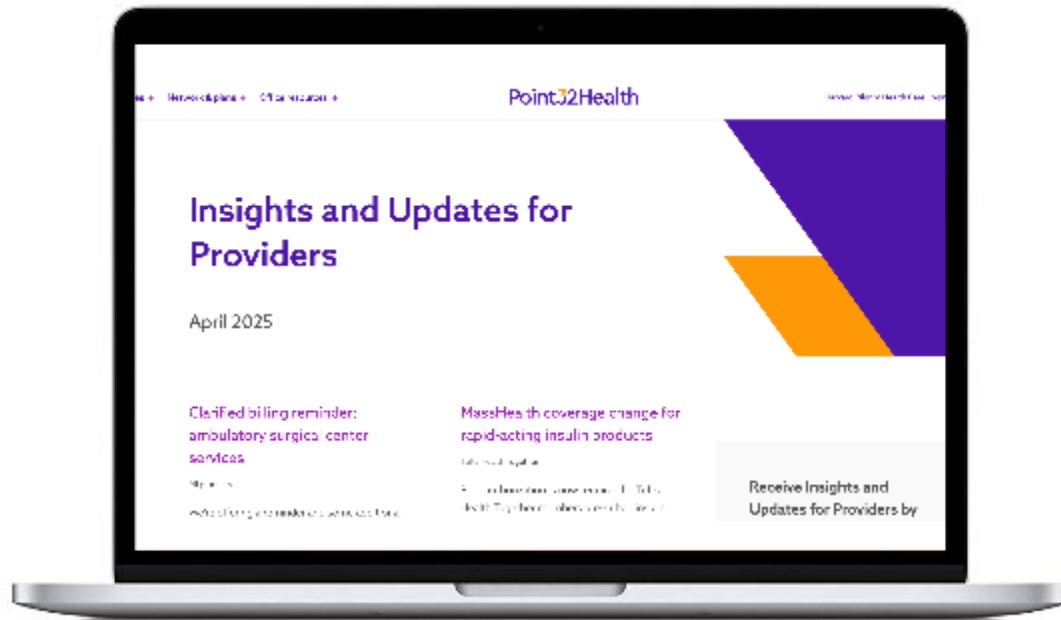
- For **all** Point32Health products
- **Payment** for pre-admission services that occur ***within 10 days*** of admission will be included in inpatient reimbursement and will not be reimbursed separately.
- **Applicable** for contracted hospitals reimbursed based on diagnosis-related groups (DRGs) or at a global case rate.

Refer to the [article](#) and Inpatient Hospital Admissions Payment Policy for more information.

Resources and contacts

Insights and Updates for Providers

Subscribe to get our provider newsletter sent to your inbox



point32health.org/provider/news

Our monthly provider **newsletter** includes:

- Policy and procedure updates
- Billing updates
- 60-day advance notifications
- And more

Training page

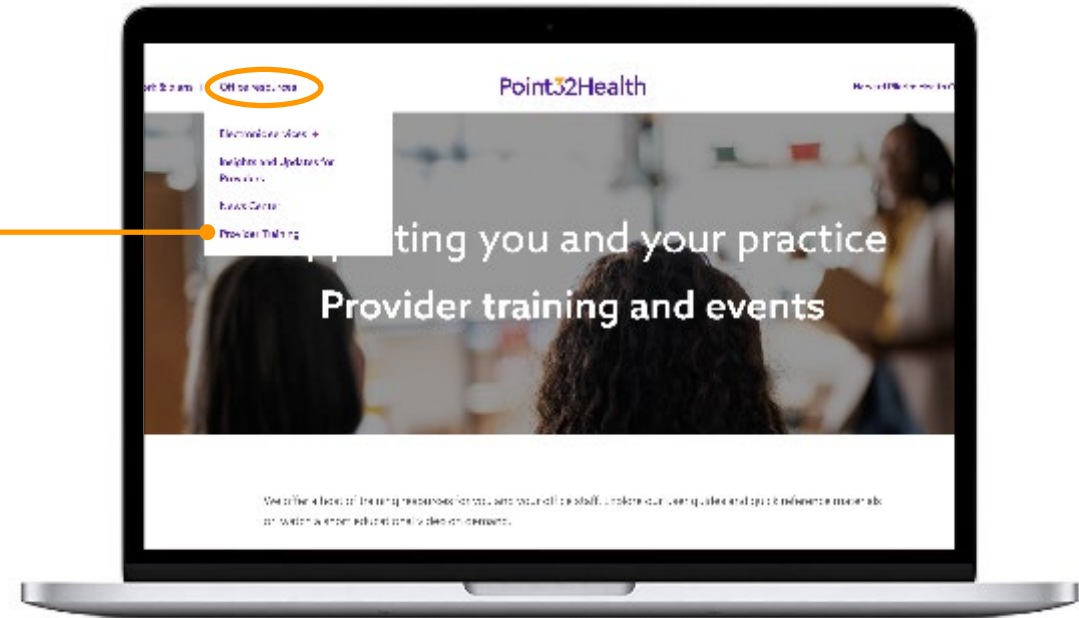
Supporting you and your practice

point32health.org/provider/training

Our provider **training materials** are designed to support you and your office staff.

View our:

- User guides
- Training videos
- Cultural competency resources
- Mind the moment program



Thank you



Contact us

	Harvard Pilgrim Health Care	Tufts Health Plan
Provider Services*	Commercial: 800-708-4414	- Commercial: 888-884-2404 - Tufts Health Public Plans: 888-257-1985 - Tufts Health Senior Products: 800-279-9022
Electronic Data Interchange (EDI)	- Phone: 800-708-4414 - Email: EDI_Team@point32health.org	- Phone: 888-880-8699, ext. 54042 - Email: edi_operations@point32health.org
Technical Inquiries	- Phone: 800-708-4414 - Email: Provider_eBusiness_Services@point32health.org	Email: Tufts_Health_Plan_Provider_Technical_Support@point32health.org
Provider Relations	For most Integrated Delivery Systems and Large Provider Groups, Provider Account Managers are assigned for assistance with operational questions/issues and complex claim resolution issues	