

Point32Health

Massachusetts Association of Patient Account Management (MAPAM)

All Payer Meeting

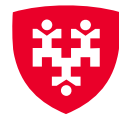
May 23, 2024



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

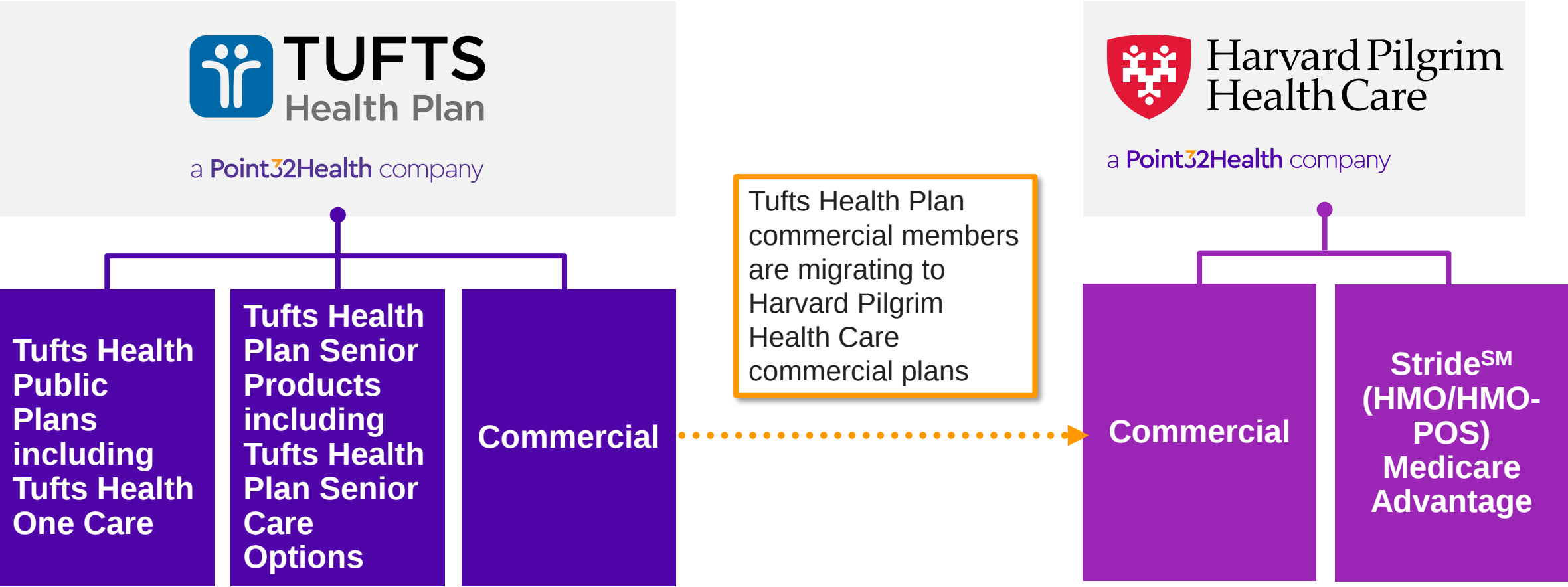


The Point32Health Foundation works with communities to support, advocate and advance healthier lives for everyone.

The background of the slide features two thick diagonal stripes. The first stripe is purple and runs from the top-left towards the bottom-right. The second stripe is orange and runs from the bottom-left towards the top-right, intersecting the purple stripe.

Our products

Our product portfolio



Learn more in the [Tufts Health Plan](#) and [Harvard Pilgrim Health Care](#) product webpages.



2024-2025 GIC plan year begins on **July 1, 2024**

We offer **two** Harvard Pilgrim Health Care Group Insurance Commission (GIC) products:

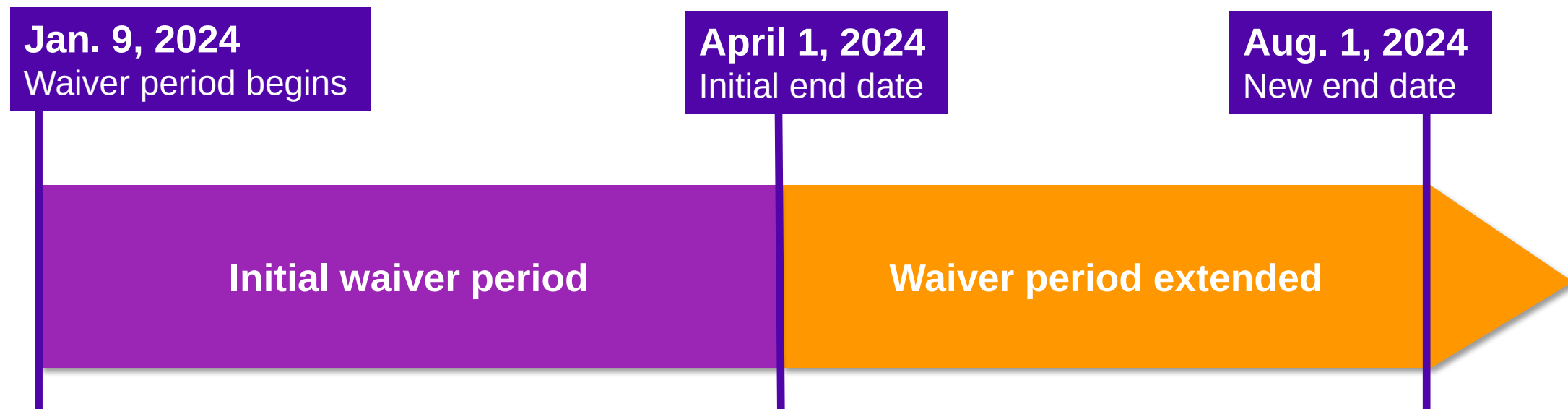
Harvard Pilgrim Quality HMO	Harvard Pilgrim Explorer POS
• A tiered limited-network product • Available to Massachusetts residents (except on the Cape and Islands) • Some Harvard Pilgrim Health Care contracted providers do not participate in the GIC network.	• A tiered full-network product • Available to state and municipal employees in New England • Access to in-network and out-of-network medical care.

For more information, refer to the [GIC Fast Facts](#) document.

Prior authorizations and notifications

☑ Prior authorization waiver extension

Sub-acute and rehab facilities in Massachusetts





Home health care services

Commercial

Effective for dates of service beginning **April 12, 2024:**

Initial 30 days of service

Notification required

Ongoing service

Prior authorization required

- We are evaluating our policies and will continue to look for opportunities to lift additional authorization requirements.

Provider enrollment and credentialing



Keep directory information up-to-date

In accordance with the No Surprises Act of 2021, providers should review and revalidate their information every 90 days to ensure accuracy of our Provider Directories ([Harvard Pilgrim Health Care](#) and [Tufts Health Plan](#)).

How to report a change:

CAQH

Changes to data should be reported via the [CAQH Provider Data Portal](#) (formerly known as CAQH ProView) for those who have implemented it.

Provider Information Change Form

Harvard Pilgrim Health Care: email a completed [Provider Information Change Form](#) to PPC@point32health.org

Tufts Health Plan: email a completed [Medical](#) or [Behavioral Health](#) Provider Information Change Form to provider_information_dept@point32health.org

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](#)

Claims and reimbursement

Tips to minimize claim denials



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



Verify eligibility via [HPHConnect](#) or the [Tufts Health Plan](#) secure provider portal, 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.



Change Healthcare cybersecurity incident

Claims submission connectivity (837 claims submissions) is now available for all lines of business.

For the latest information, visit [Our Response to Change Healthcare's Cybersecurity Incident page](#).



**Streamlining your
web experience**

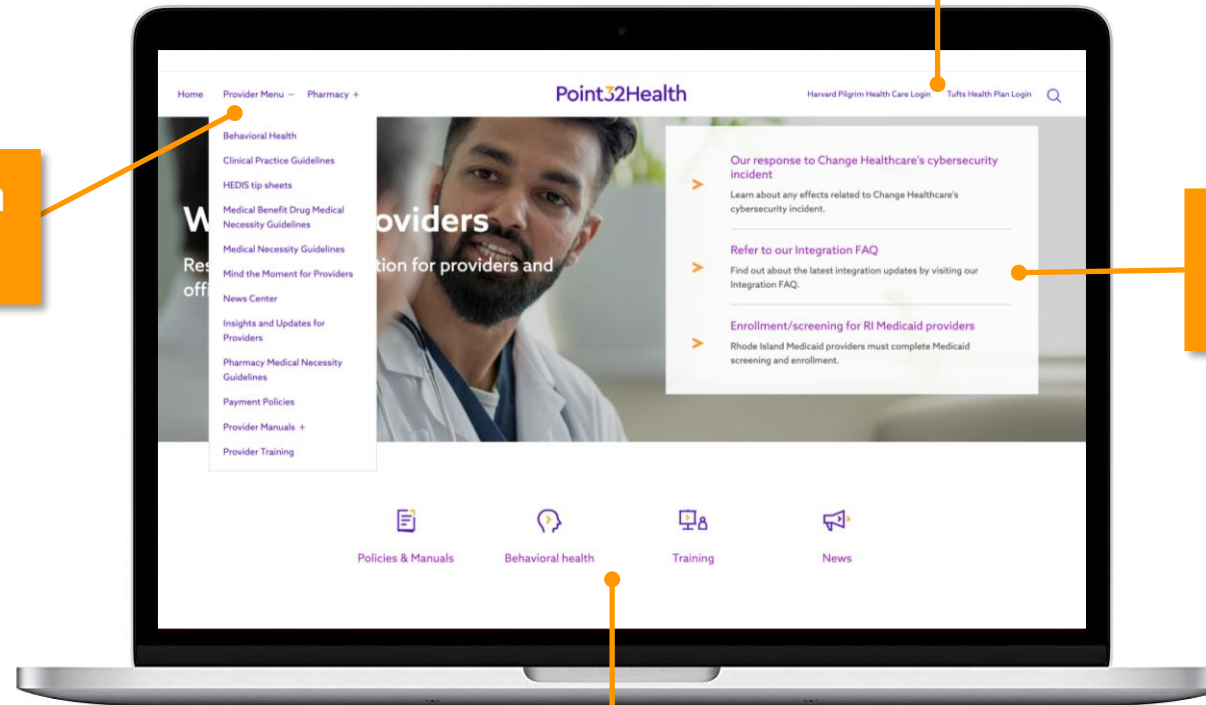
Simplified navigation

> point32health.org/provider

Log in to our **Provider Portals**

Navigate the website from the top **Menu Bar**

Important **news and updates** are highlighted

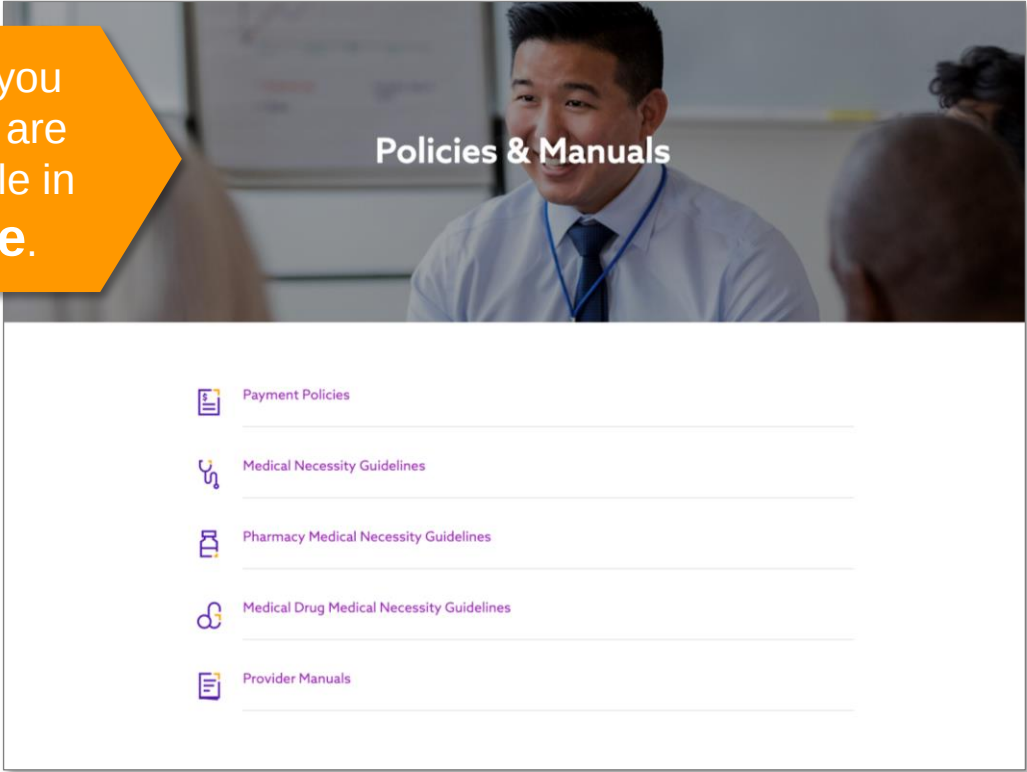


Use the **Quick Navigation icons** for easy access to the top resources

Our new Policies & Manuals page



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





Contact information



Harvard Pilgrim Health Care contact information

Point32Health Provider Website

point32health.org/provider

Harvard Pilgrim Health Care Provider Website

harvardpilgrim.org/provider

Provider Service Center (Commercial)

Phone: 800-708-4414

Email: Provider_callcenter@point32health.org

Provider Service Center (Medicare Advantage)

Phone: 888-609-0692

E-Services/HPHConnect Service Center

Phone: 800-708-4414 (Option 1; then 6)

Email: Provider_eBusiness_Services@point32health.org

E-Services/EDI-Direct

Phone: 800-708-4414 (Option 1; then 3)

Email: EDI_Team@point32health.org

Provider Education

Provider_Education@point32health.org

Tufts Health Plan contact information

Point32Health Provider Website

point32health.org/provider

Tufts Health Plan Provider Website

tuftshealthplan.com/provider

Provider Services

Commercial: 888-884-2404

Tufts Health Public Plans (MA): 888-257-1985

Tufts Health Public Plans (RI): 844-301-4093

Senior Products: 800-279-9022

Electronic Data Interchange (EDI)

Phone: 888-880-8699, ext. 54042

Email: edi_operations@point32health.org

Technical Inquiries

Tufts_Health_Plan_Provider_Technical_Support@point32health.org

Provider Education

Provider_Education@point32health.org

Point32Health



Harvard Pilgrim
Health Care



TUFTS
Health Plan

Thank you

