



Mass General Brigham
Health Plan

MAPAM

Meghan Morrissey
Senior Provider Network Account Executive

May 25, 2023

Agenda

- 2023 Products
- Authorization & Referral Overview
- Provider Resources
- Questions



2023 Product Portfolio



Mass General Brigham Health Plan 2023 Product and ID Cards

Highlights:

- Medicare Advantage launched on Jan 1, 2023
 - Mass General Brigham ACO plan launched April 1, 2023
 - Allies HMO launched the expansion of South Shore IDR and Harbor Medical Associates in 2022 and continues to grow
- All ID cards have been rebranded to Mass General Brigham Health Plan

For a complete overview of all our products please click on the following link.

<https://massgeneralbrighamhealthplan.org/providers/product-reference>



Medicare Advantage Member ID Cards

Plan Name:

- MASS GENERAL BRIGHAM ADVANTAGE (PPO)
- MASS GENERAL BRIGHAM ADVANTAGE PREMIER (PPO)

MASS GENERAL BRIGHAM ADVANTAGE SECURE (HMO-POS)

Card Layout 100: Mass General Brigham Medicare Advantage (PPO)



Mass General Brigham

Health Plan

Mass General Brigham

Advantage (PPO)

SUBSCRIBER

JOHN A SAMPLE

SUBSCRIBER ID

0000000000

HEALTH PLAN (84840)

7023 011 266

MedicareRx

Prescription Drug Coverage

RXBIN: 004336

RXPCN: MEDDADV

RXGROUP: RX165B

IN-NETWORK

Primary Care/Specialist: \$00/00

Emergency Room: \$000

OUT-OF-NETWORK

Primary Care/Specialist: \$00/00

Emergency Room: \$000

Other providers/pharmacies are included in our network

H9485-001

This plan is underwritten by Mass General Brigham Health Plan, Inc.

Members

Customer Service: 855-833-3668 (TTY 711)

For plan information, sign in at member.mgbhealthplan.org

Mass General Brigham Health Plan

399 Revolution Drive, Somerville, MA 02145

Providers

Where to submit claims

Mass General Brigham Health Plan: 855-444-4647 | Payer ID: 04293

Optum Behavioral Health: 844-357-0946 | Payer ID: 87726

For more information, visit mgbhealthplan.org/claims

Pharmacy Help Desk: CVS Caremark | 866-693-4620

Medicare Limiting Charges apply to non-contracted providers and out-of-network services. Do not bill original Medicare.

This card does not guarantee coverage.

ID-100 (07/22)

Card Layout 102: Mass General Brigham Medicare Advantage Secure (HMO-POS)



Mass General Brigham

Health Plan

Mass General Brigham

Advantage Secure (HMO-POS)

SUBSCRIBER

JOHN A SAMPLE

SUBSCRIBER ID

0000000000

HEALTH PLAN (84840)

7023 011 266

MedicareRx

Prescription Drug Coverage

RXBIN: 004336

RXPCN: MEDDADV

RXGROUP: RX165A

IN-NETWORK

Primary Care/Specialist: \$00/00

Emergency Room: \$000

OUT-OF-NETWORK

Primary Care/Specialist: \$00/00

Emergency Room: \$000

Other providers/pharmacies are included in our network

H6847-001

This plan is underwritten by Mass General Brigham Health Plan, Inc.

Members

Customer Service: 855-833-3668 (TTY 711)

For plan information, sign in at member.mgbhealthplan.org

Mass General Brigham Health Plan

399 Revolution Drive, Somerville, MA 02145

Providers

Where to submit claims

Mass General Brigham Health Plan: 855-444-4647 | Payer ID: 04293

Optum Behavioral Health: 844-357-0946 | Payer ID: 87726

For more information, visit mgbhealthplan.org/claims

Pharmacy Help Desk: CVS Caremark | 866-693-4620

Medicare Limiting Charges apply to non-contracted providers and out-of-network services. Do not bill original Medicare.

This card does not guarantee coverage.

ID-102 (07/22)

Card Layout 101: Mass General Brigham Medicare Advantage Premiere (PPO)



Mass General Brigham

Health Plan

Mass General Brigham

Advantage Premiere (PPO)

SUBSCRIBER

JOHN A SAMPLE

SUBSCRIBER ID

0000000000

HEALTH PLAN (84840)

7023 011 266

MedicareRx

Prescription Drug Coverage

RXBIN: 004336

RXPCN: MEDDADV

RXGROUP: RX165B

IN-NETWORK

Primary Care/Specialist: \$00/00

Emergency Room: \$000

OUT-OF-NETWORK

Primary Care/Specialist: \$00/00

Emergency Room: \$000

Other providers/pharmacies are included in our network

H9485-002

This plan is underwritten by Mass General Brigham Health Plan, Inc.

Members

Customer Service: 855-833-3668 (TTY 711)

For plan information, sign in at member.mgbhealthplan.org

Mass General Brigham Health Plan

399 Revolution Drive, Somerville, MA 02145

Providers

Where to submit claims

Mass General Brigham Health Plan: 855-444-4647 | Payer ID: 04293

Optum Behavioral Health: 844-357-0946 | Payer ID: 87726

For more information, visit mgbhealthplan.org/claims

Pharmacy Help Desk: CVS Caremark | 866-693-4620

Medicare Limiting Charges apply to non-contracted providers and out-of-network services. Do not bill original Medicare.

This card does not guarantee coverage.

ID-101 (07/22)



Mass General Brigham ACO

Mass General Brigham ACO currently partners with MassHealth as the payer. Effective **April 1, 2023**, Mass General Brigham (the delivery system) will partner with Mass General Brigham Health Plan for ACO patients. Members who have Mass General Brigham Accountable Care Organization (ACO) today will remain with Mass General Brigham Accountable Care Organization (ACO) unless they opt for another plan/provider.

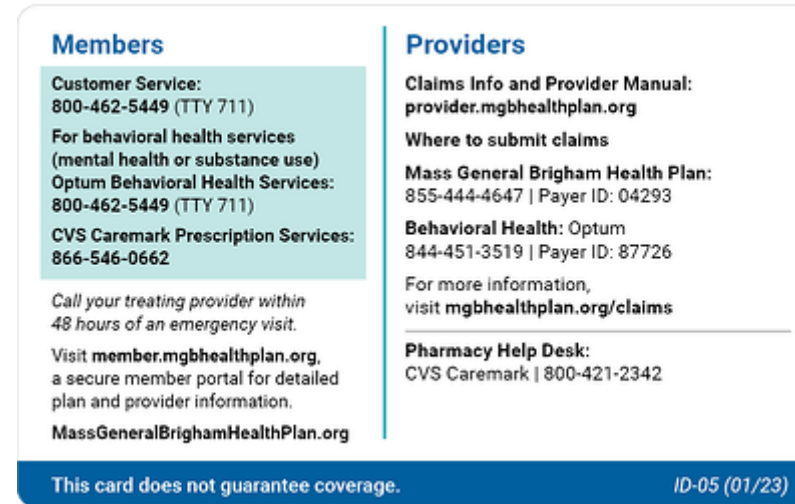
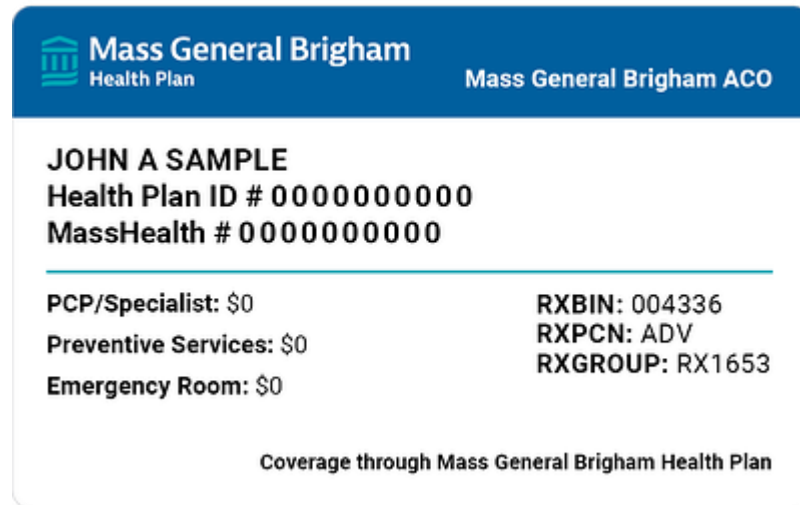
This collaboration will provide opportunities to leverage the ACO program framework to develop integrated models of care that deliver improved health outcomes and exceptional experiences to MassHealth members. In addition, our collaboration will advance our health equity goals focused on social determinants of health and improving health disparities.



MGB ACO ID Cards

MGB ACO members will receive new ID cards to reflect the Mass General Brigham Health Plan.

- Both the Health plan ID number and Mass Health ID number will begin with 100
- The Health plan ID number will be 10 digits long
- The Mass Health ID number is 12 digits long – *(this will be displayed under the Health plan ID#)*



- Referrals will **NOT** be required for **in-Network** Providers
- Referrals **will** be **required** for Out Of Network Providers.
- Authorizations will not be required for High Tech Radiology or Cardiac Imaging



Mass General Brigham Employee Plans

- Members either have a Mass General Brigham Plus PPO or Select (EPO) plan.
- Select plan have no out of network coverage
- Plus PPO plans have access to out of network coverage for most services at higher cost sharing.



Mass General Brigham
Health Plan

Select

JOHN A SAMPLE
0000000000

UnitedHealthcare®
Options PPO Network

PCP: \$XX
Specialist: \$XX
ER: \$XXX
Deductible:
Ind/Fam \$XXXXX/XXXXX
Out-of-Pocket Max:
Ind/Fam \$XXXXX/XXXXX



RXBIN: 004336
RXPCN: ADV
RXGROUP: RX1438

Administered by Mass General Brigham Health Insurance Company



Mass General Brigham
Health Plan

Plus PPO

JOHN A SAMPLE
0000000000

UnitedHealthcare®
Options PPO Network

PCP: \$XX
Specialist: \$XX
ER: \$XXX
IN Deductible: Ind/Fam \$XXXXX/XXXXX
OON Deductible: Ind/Fam \$XXXXX/XXXXX
IN Out-of-Pocket Max: Ind/Fam \$XXXXX/XXXXX
OON Out-of-Pocket Max: Ind/Fam \$XXXXX/XXXXX



RXBIN: 004336
RXPCN: ADV
RXGROUP: RX1438

Administered by Mass General Brigham Health Insurance Company



Limited Network Products



Select HMO Plan

Select HMO members have in-network access to our new Select HMO network. Members will have access to comprehensive benefits through this limited network of high-quality providers.

- Available to Health Connector members
 - Including ConnectorCare members
- PCPs and specialty referrals are required



Mass General Brigham
Health Plan



MASSACHUSETTS
HEALTH CONNECTOR
Limited Network

JOHN A SAMPLE
0000000000

Select
HMO

PCP/Specialist: \$XX/XX
Deductible:
Ind/Fam \$XXXXX/XXXXX
Out-of-pocket max:
Ind/Fam \$XXXXX/XXXXX

RXBIN: 000000
RXPCN: ADV
RXGROUP: RX0000

Mass General Brigham Health Plan, Inc.

23



Value HMO Plan

The Value HMO network is designed to help ensure access to the highest quality care with the greatest value for City of Boston employees and retirees. Members have access to a limited provider network featuring many of the state’s leading hospitals.

- Smaller than the Complete HMO network
- Massachusetts based providers
- Ancillary facilities – use full network
- PCPs and specialty referrals are required



Mass General Brigham
Health Plan

CITY of BOSTON
Limited Network

JOHN A SAMPLE
0000000000

Value
HMO

PCP/Specialist: \$XX/XXX
Deductible:
Ind/Fam \$XXXX/XXXX
Out-of-pocket max:
Ind/Fam \$XXXXX/XXXXX

RXBIN: 000000
RXPCN: ADV
RXGROUP: RX0000

Administered by Mass General Brigham
Health Insurance Company



Allies & Allies Choice HMO Plans

Designed to make high-quality care more affordable and accessible. Members will receive care at a top community hospital and get support from health navigators who ensure quicker access to care.

- Allies HMO for Large Group
- Allies Choice HMO for Merged Market*
- A Contracted Allies PCP and specialty referrals are required
- Provider network focused around the Newton-Wellesley Hospital, Salem Hospital, South Shore Hospital, and Harbor Medical Associates area where members work and live

*Tiered network



Mass General Brigham
Health Plan

Limited Network

JOHN A SAMPLE
0000000000

Allies
HMO

PCP/Specialist: \$XX/XX

Deductible:
Ind/Fam \$XXXXX/XXXXX

Out-of-pocket max:
Ind/Fam \$XXXXX/XXXXX

RXBIN: 000000

RXPCN: ADV

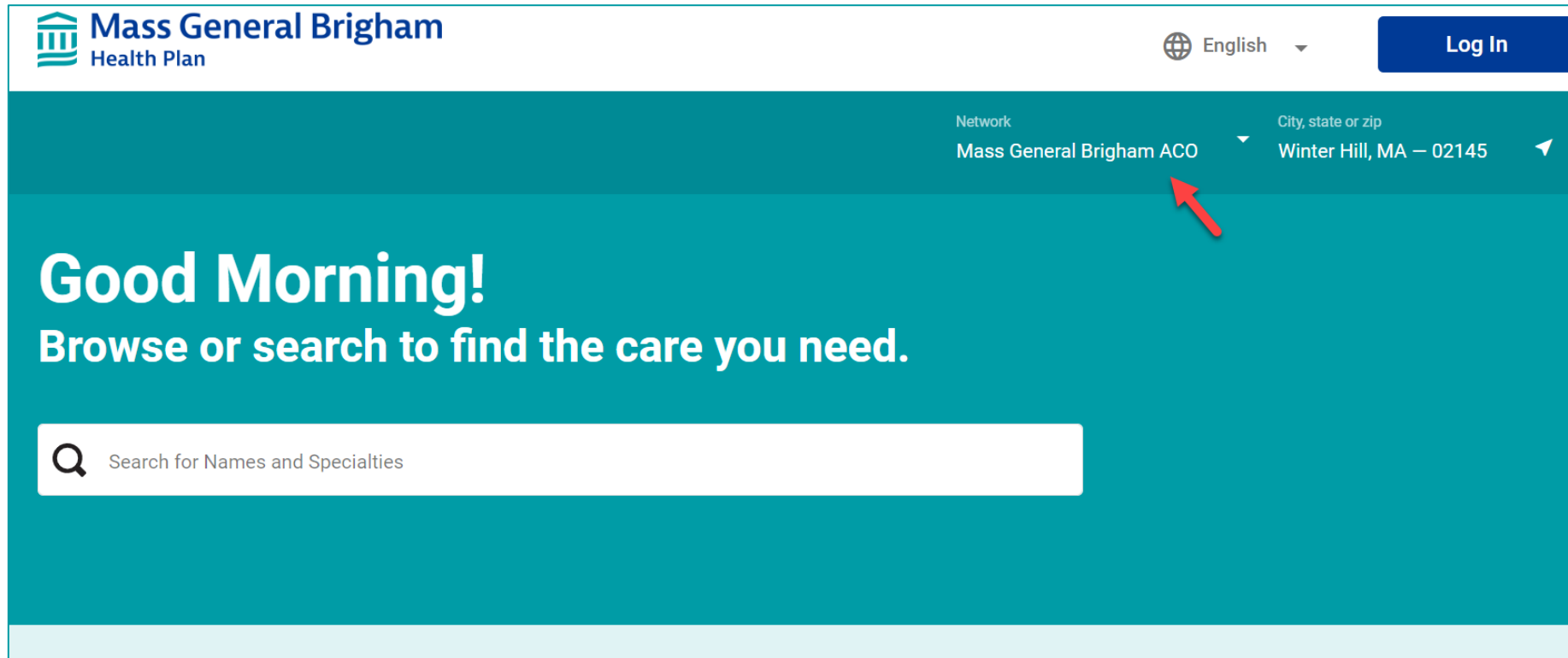
RXGROUP: RX0000

Mass General Brigham Health Plan, Inc.



MGBHP Provider Directory

- For a complete listing of participating provider please use the MGBHP Provider Directory: [Home \(sapphirethreesixtyfive.com\)](https://sapphirethreesixtyfive.com)



Mass General Brigham Health Plan

English

Log In

Network
Mass General Brigham ACO

City, state or zip
Winter Hill, MA — 02145

Good Morning!
Browse or search to find the care you need.

Search for Names and Specialties



Authorization & Referral Overview

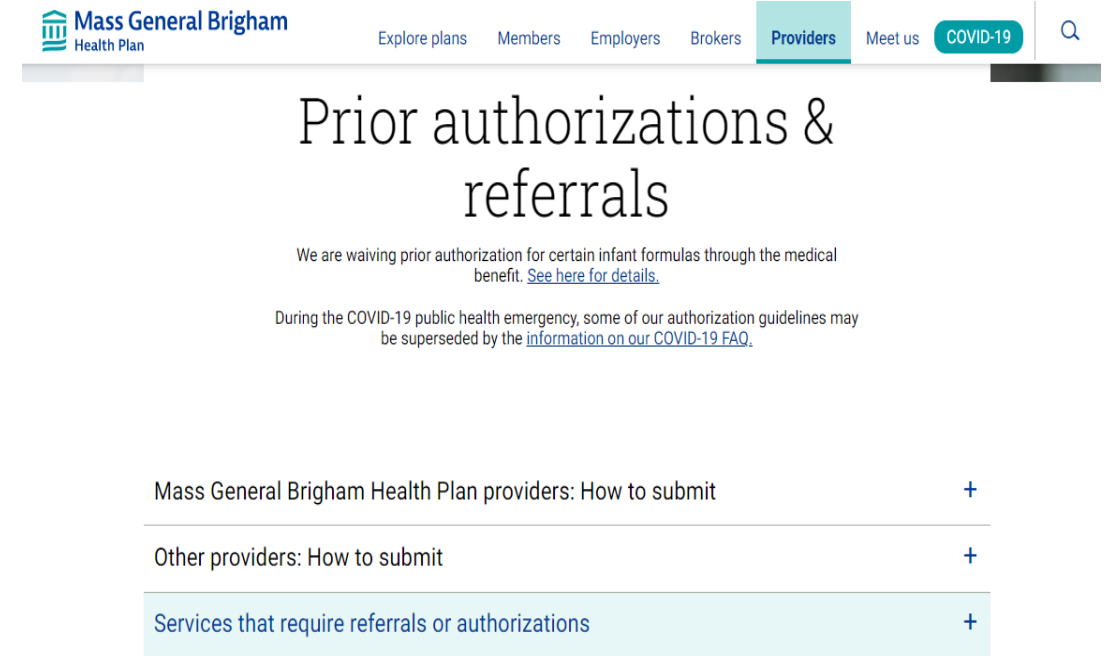


Prior Authorizations & Referrals Tools and Resources

- Authorization guidelines available at:
<https://massgeneralbrighamhealthplan.org/providers/authorization-guidelines>
- We will continue to manage our UM for our contracted providers.
- Mass General Brigham Health Plan continues to provide care management for our members

Services that require referrals or authorizations

- [Log into the provider portal for member-specific information](#)
- [View a PDF of all services that require referrals, authorizations, or notifications](#) ↓
- [View the Medicare Advantage prior authorization and notification guidelines](#) ↓
- [View a PDF of durable medical equipment, medical supplies, oxygen related equipment, orthotics prosthetics and hearing aids that require prior authorization](#) ↓



The screenshot shows the Mass General Brigham Health Plan website. The header includes the logo, navigation links (Explore plans, Members, Employers, Brokers, Providers, Meet us), a COVID-19 button, and a search icon. The main heading is 'Prior authorizations & referrals'. Below it, there are two paragraphs of text: 'We are waiving prior authorization for certain infant formulas through the medical benefit. [See here for details.](#)' and 'During the COVID-19 public health emergency, some of our authorization guidelines may be superseded by the [information on our COVID-19 FAQ.](#)'. At the bottom, there is a list of links with expand/collapse icons: 'Mass General Brigham Health Plan providers: How to submit', 'Other providers: How to submit', and 'Services that require referrals or authorizations' (which is highlighted).



Provider Portal

The MGB HP provider portal is your one-stop-shop for managing your MGB HP patients.

Through the portal, you have real-time access to:

- Verify patient eligibility
- Verify claims status
- Submit or check authorizations/referrals
- Access your explanation of payments (EOPs)
- View member and provider roster reports
- Update your practice information
- And much more!

If you do not have access to Our Provider Portal, you can register at: [Mass General Brigham Health Plan Provider Portal](#)



Mass General Brigham
Health Plan

Welcome to your Provider Portal

Log in for quick access to tools and resources
that support your patients' needs.

Your patients' health is everything to us.



Log in to the Provider Portal

Username [Forgot Your Username?](#)

Password [Forgot Your Password?](#)

Need an Account?

If you currently have a login for NHPNet, those credentials will work here. There is no need to re-register.

If you meet the appropriate criteria and have read the instructions you may sign up for an account.

[Account Registration](#)



Provider Portal Authorization Overview

Prior authorization verification tool: [Code Checker](#)

- Through the Provider Portal, you can verify PA requirements based on a member's specific plan
- Obtain PA requirements by entering in a valid CPT/HCPCS code
- Save time and validate prior authorization requirements before you submit a new request

To access the prior authorization verification tool in Provider Portal, go to **Authorizations** → **Overview** → **Check authorization requirements by code**.

- Access to Vendor Portals
- Submit Authorizations
- View authorization status
- InterQual criteria lookup



Outpatient Prior Authorization Code Checker

- Search by Member ID# and Code
- Coverage and prior authorization requirements will display
- Do not use the Code Checker for Unlisted Codes

Enter Member Id here:

Enter the Code here:

30520

DO Not enter UNLISTED CODES. Coverage information is not available for ANY UNLISTED CODE through this tool. Additional restrictions apply as noted above.

Search

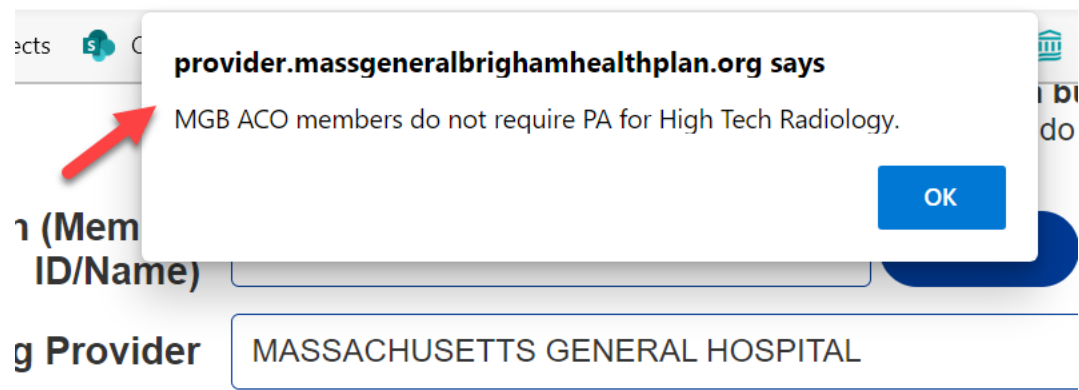
Code	Description	Is Covered	Is PA Required
30520	SEPTOPLASTY/SUBMUCOUS RESECJ W/VO CARTILAGE GRF	YES	YES / MASS GENERAL BRIGHAM HEALTH PLAN

Confirmation of coverage and prior authorization does not guarantee payment, which is based on member eligibility on the date of service, plan design, specific payment policies, individual provider contract terms and fee schedules. Mass General Brigham Health Plan applies standard industry billing and coding rules to claims.

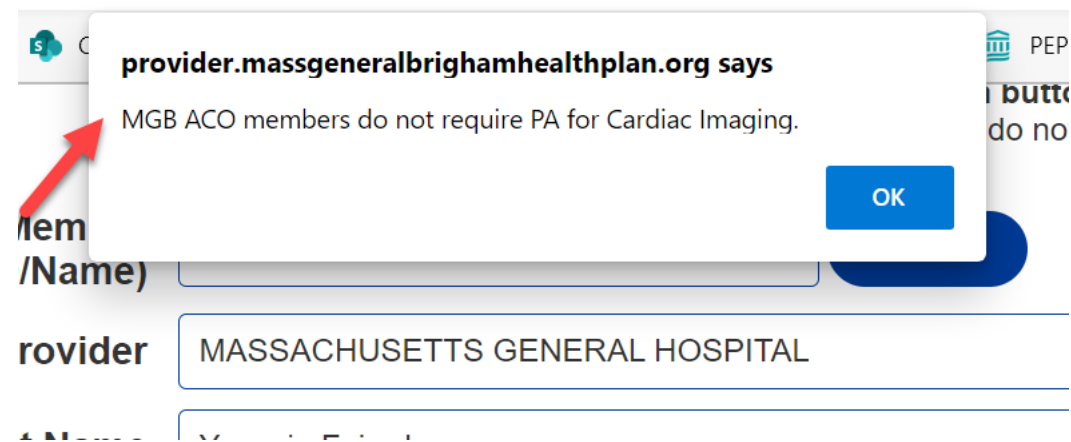


MGB ACO Provider Portal Pop Up Message

High Tech Radiology



Cardiac Imaging



Tips

- **Have the clinical information (medical chart) available**

Review the patient's medical chart to assemble documented clinical indications for the requested service (e.g., review history/physical, testing conducted prior to service, treatment plan). If the authorization pends, you will need to upload the clinical information.

- **Answer questions based on the patient's clinical information (medical chart)**

If the appropriate answer isn't available, select "Other clinical information" and add a comment

- **Add Reviewer Comments at the question level to document clinical details**

- **Review notes within the criteria;** they serve as a valuable resource in accurately conducting a review by:

- Explaining criteria rationale
- Defining medical terminology
- Detailing new clinical knowledge/evidence



Important Information

If you do not have access to the Mass General Brigham Health Plan Provider Portal, you can register at: [Mass General Brigham Health Plan Provider Portal](#)

Check out the Provider Portal resource page: [Provider Portal Resources](#)

- Frequently asked questions about registration
- Information about the role of the User Administrator
- Links to user guides and tip sheets

For information regarding authorization guidelines: [Authorization Guidelines](#)

For additional support and registration inquiries, email us at HealthPlanprweb@mgb.org.

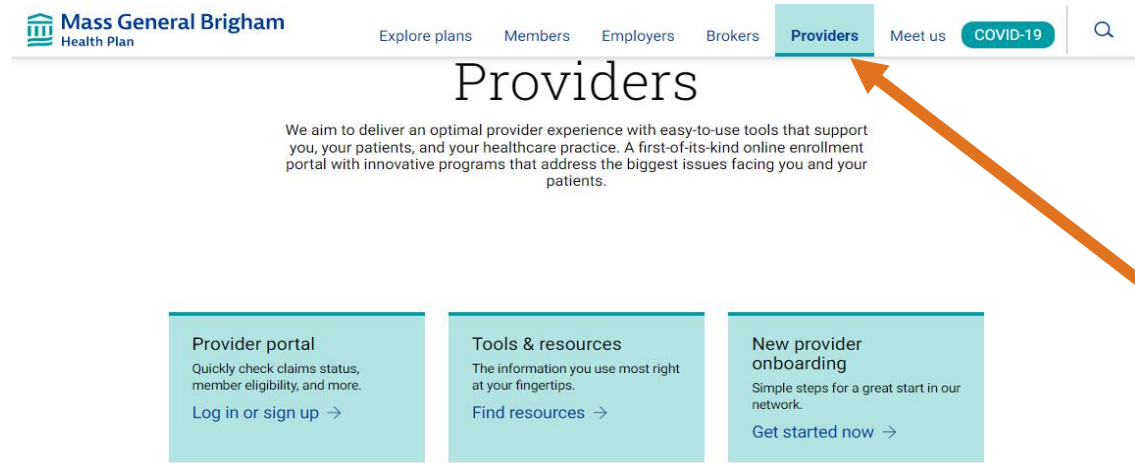


Provider Resources

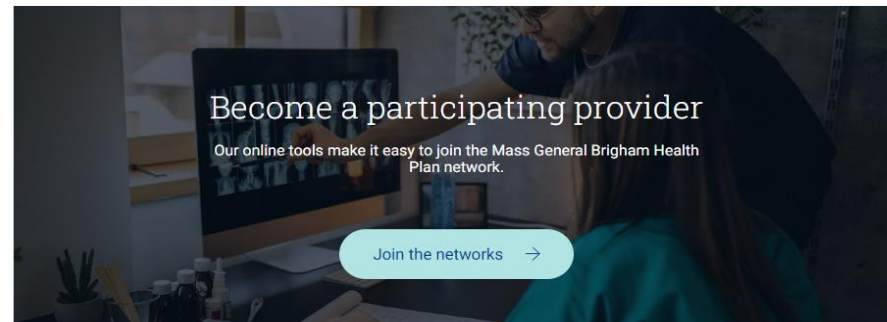


Mass General Brigham Health Plan Provider Page

- <https://massgeneralbrighamhealthplan.org/providers>
- Our public site has important information and resources for providers, such as:
 - Authorization guidelines
 - Claims Information
 - Medical Policies
 - Medical Specialty and Pharmacy Policies
 - Payment Policies
 - Care Management Information
 - Provider Resources
 - Product Reference
 - Provider Administrative Newsletter



Click Here
for a full
menu



Highlights:

- 
Mass General Brigham
Health Plan

[Explore plans](#)
[Members](#)
[Employers](#)
[Brokers](#)
[Providers](#)
[Meet us](#)
[COVID-19](#)



Claims information

Payer ID numbers and addresses for submitting medical and behavioral health claims.

How to use this page

To ensure accurate submission of your claims, answer these three questions:

 1. What plan is it? Mass General Brigham plans have instructions specific to them.
 2. What type of plan is it? Check the section on HMO Plans & PPO Plus plans for instructions specific to those plan types.
 3. What state are you located in? Your state will help determine where you should submit your claims.

On this page:

 - [Mass General Brigham Employee plans](#)
 - [HMO Plans & PPO Plus plans](#)
 - [My Care Family plans](#)
 - [Medicare Select plans](#)
 - [Additional claims resources](#)

Mass General Brigham Employee plans

Mass General Brigham employee plan members have access to the Mass General Brigham Health Plan network and the UnitedHealthcare Options PPO network outside of Massachusetts.

Mass General Brigham Health Plan	Select	Mass General Brigham Health Plan	Plus PPO
JOHN A SAMPLE 0000000000 PCP: SJK Specialist: DOK ER: SJOX Deductible: Ind/Psm: 000000/000000 Out-of-Pocket Max: Ind/Psm: 000000/000000 Administered by Mass General Brigham Health Insurance Company	UnitedHealthcare® Options PPO Network  RXSINE: 004236 RXPCN: AEP RXGROUP: RX1438	JOHN A SAMPLE 0000000000 PCP: SJK Specialist: DOK ER: SJOX In Deductible: Ind/Psm: 000000/000000 COB Deductible: Ind/Psm: 000000/000000 In Out-of-Pocket Max: Ind/Psm: 000000/000000 COB Out-of-Pocket Max: Ind/Psm: 000000/000000 Administered by Mass General Brigham Health Insurance Company	UnitedHealthcare® Options PPO Network  RXSINE: 004236 RXPCN: AEP RXGROUP: RX1438

Medical: Mass General Brigham Health Plan network and non-contracted providers in Massachusetts

Mass General Brigham Health Plan network providers in all states and non-contracted providers in Massachusetts should submit claims directly to Mass General Brigham Health Plan.

Mass General Brigham Health Plan
 Provider Service: 855-444-4647
 Payer ID: 04293
 Paper Claims: PO Box #323, Glen Burnie, MD 21060

Medical: Non-contracted providers outside of Massachusetts +

Behavioral health +

MGB Health Plan provider resources

- **MGB HP conducted virtual trainings** for operational staff on the utilization authorization process which are available on the Provider Education Landing Page
- **Provider Portal** - [Mass General Brigham Health Plan Provider Portal](#)
 - Member management tool, Provider enrollment, Eligibility verification etc.
- **Provider Education Landing Page** - [Provider education | Mass General Brigham Health Plan](#)
 - Access webinars, factsheets, and other tools that make it easy to do business with us.
- **Claims Landing Page** - [Claims information \(massgeneralbrighamhealthplan.org\)](#)
 - Access Payer ID numbers and addresses for submitting medical and behavioral health claims.
- **Public Website Provider Tab** - [Providers | Mass General Brigham Health](#)
 - We aim to deliver an optimal provider experience with easy-to-use tools that support you, your patients, and your healthcare practice.



Mass General Health Plan Contacts

Provider Portal: Claims status, eligibility, EOP	Mass General Brigham Health Plan Provider Portal
Claims issues, benefits	Provider Service 855-444-4647 HealthPlanproviderservice@mgb.org
Portal IT support	HealthPlanprweb@mgb.org
Provider enrollment and credentialling, directory issues	HealthPlanpec@mgb.org
Medical policies, payment policies, provider manual, provider directory, drug lookup, forms	Providers Mass General Brigham Health Plan
Audit denial inquiries	healthplanaudit@mgb.org



Stay connected

Visit <https://massgeneralbrighamhealthplan.org/admin-newsletter> to register

Administrative Newsletter (monthly)

Includes important
administrative updates
that make it easier for your
practice to do business
with us

Best Practice Provider Blog (twice per week)

Get the latest in health
and health insurance
trends, news, and tips



Follow us on Twitter **@MGBHealthPlan**



Q & A





Mass General Brigham
Health Plan