

The logo for Point32Health, featuring the word "Point" in purple, a stylized orange "32" with a small orange triangle above the "3", and the word "Health" in purple.

Point32Health

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

Annual All Payer Meeting

May 25, 2023

Discussion Topics

- Point32Health Updates
- Website Navigation
- Provider News and Updates
- Provider Training and Resources
- Q & A



Harvard Pilgrim Health Care and Tufts Health Plan Have Combined

- The name of our parent organization is **Point32Health**.
- Inspired by the 32 points on a compass, **Point32Health** represents the role the organization plays in helping people find their version of healthier living through a broad range of health plans and tools that make navigating health and wellbeing easier.
- While **Point32Health** is the name of our parent organization, the Harvard Pilgrim Health Care and Tufts Health Plan brands will continue to appear in the marketplace.
- **Continue to follow the existing processes for each heritage brand.**

Point32Health



Point32Health

Our purpose is to guide and empower healthier lives for everyone, by working differently.

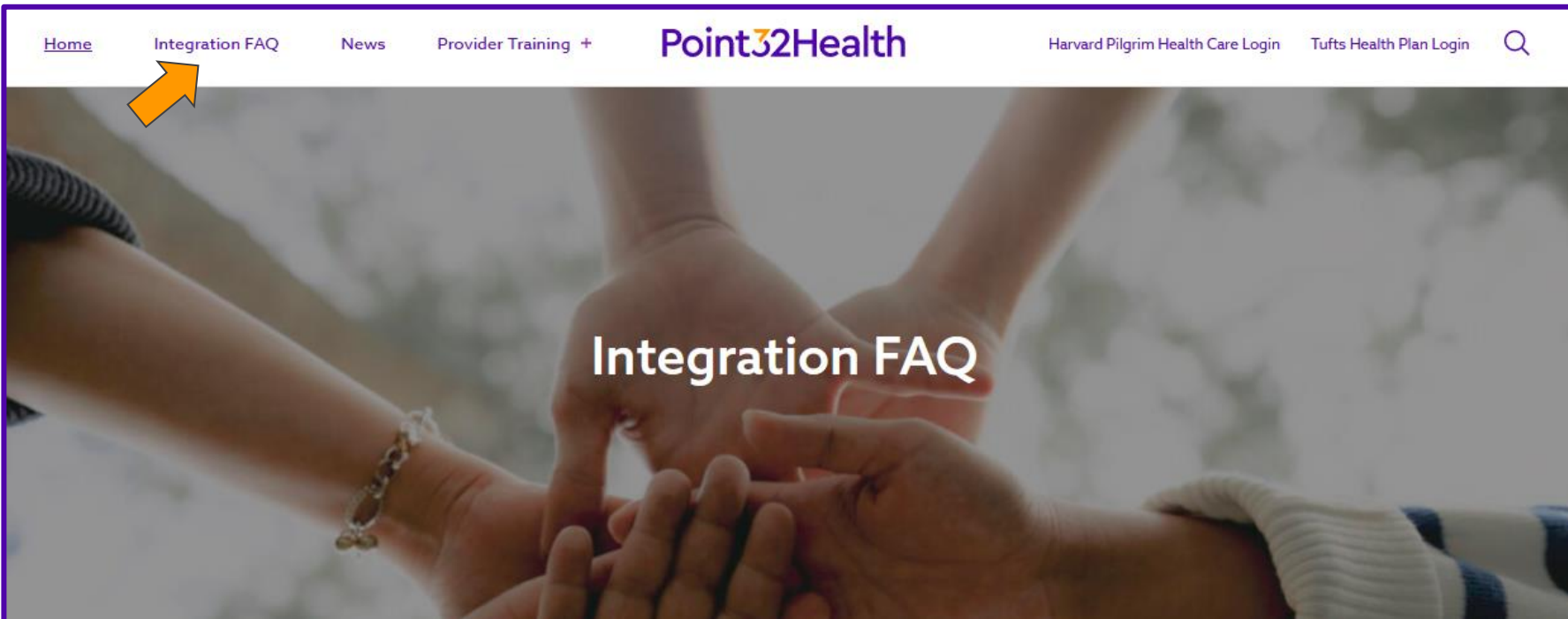
			
Improved Access for All	Innovation	Enhanced Experiences	Healthier Living
Offering Commercial, Senior and Public Plans that deliver accessible and affordable quality care to everyone — no matter their age, health or income.	Improving health care by creating new concepts that improve health outcomes, increase affordability, impact policy and help more people.	Rethinking existing standards to make every part of the health care experience simpler, smarter and more seamless from start to finish.	Holding an all-encompassing view of health and health care to help support and guide members and communities to their best version of well-being.

Integration Information for Providers

Integration [FAQs](#) and information about the following topics can be found on the [Point32Health provider website](#):

- Products
- Billing and Reimbursement
- Pharmacy
- Medical Management and Continuity of Care
- Behavioral Health
- Electronic Tools
- Contracting
- Provider Support and Training

We are also hosting integration webinars that will help you stay up-to-date on the latest news and updates. For more, please visit the [Provider Training](#) section of Point32Health's provider [website](#).



Our Insourced Behavioral Health Program

- To achieve our primary goal of creating a best-in-class program for our combined membership, Point32Health will offer an insourced behavioral health program.
- Our behavioral health coverage and programs, including utilization and care management, will be delivered through Point32Health's own internal functions and behavioral health team.
- The insourced behavioral health program will utilize a whole-health network of both medical and behavioral providers, emphasizing highly coordinated care management and outreach that connects behavioral health and physical health.

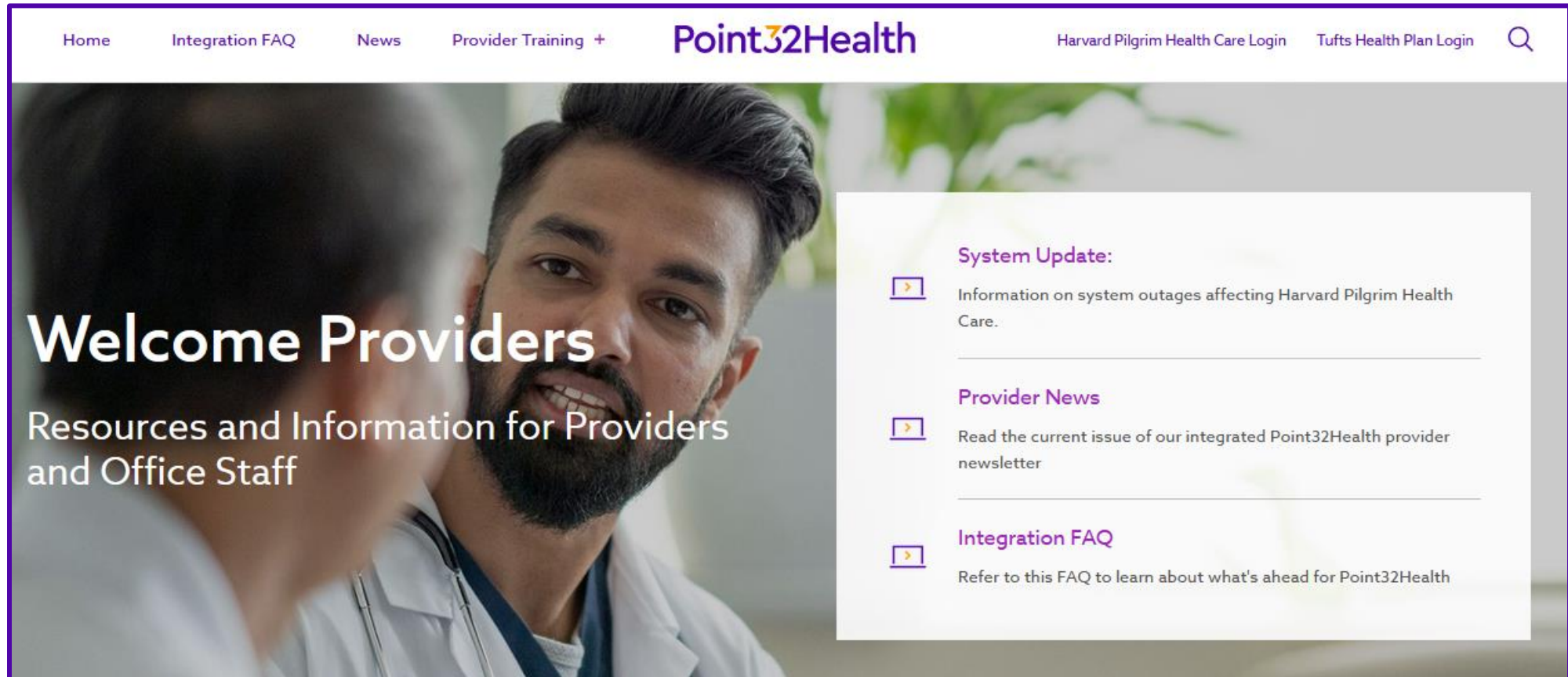
Point32Health Provider Website

Navigating Point32Health's Provider Website

Point32Health.org/provider

Point32Health's Provider website includes:

- [*Insights and Updates for Providers*](#)
- Integration FAQ
- Provider training and events



Harvard Pilgrim Health Care Provider Website

For Providers

Members Employers Brokers Providers Contact Us

Harvard Pilgrim HealthCare

For Providers

PROVIDER MENU PROVIDER DIRECTORY PROVIDER LOGIN

HPHConnect:
Easy real-time access to the information and tools you need.
LOG IN OR REGISTER

What's Ahead at Point32Health: Integration Updates
Harvard Pilgrim Health Care and Tufts Health Plan combined under the parent organization Point32Health on Jan. 1, 2021. Refer to this FAQ to learn about the work we have done in transitioning our processes and products – and our plans for what's ahead.
Get the latest news >>

Prior Authorization > Medicare Advantage >
Billing and Reimbursement > Pharmacy >

Provider Manual Forms Caring for Your Patient Resource Center Network Management & Quality News Center

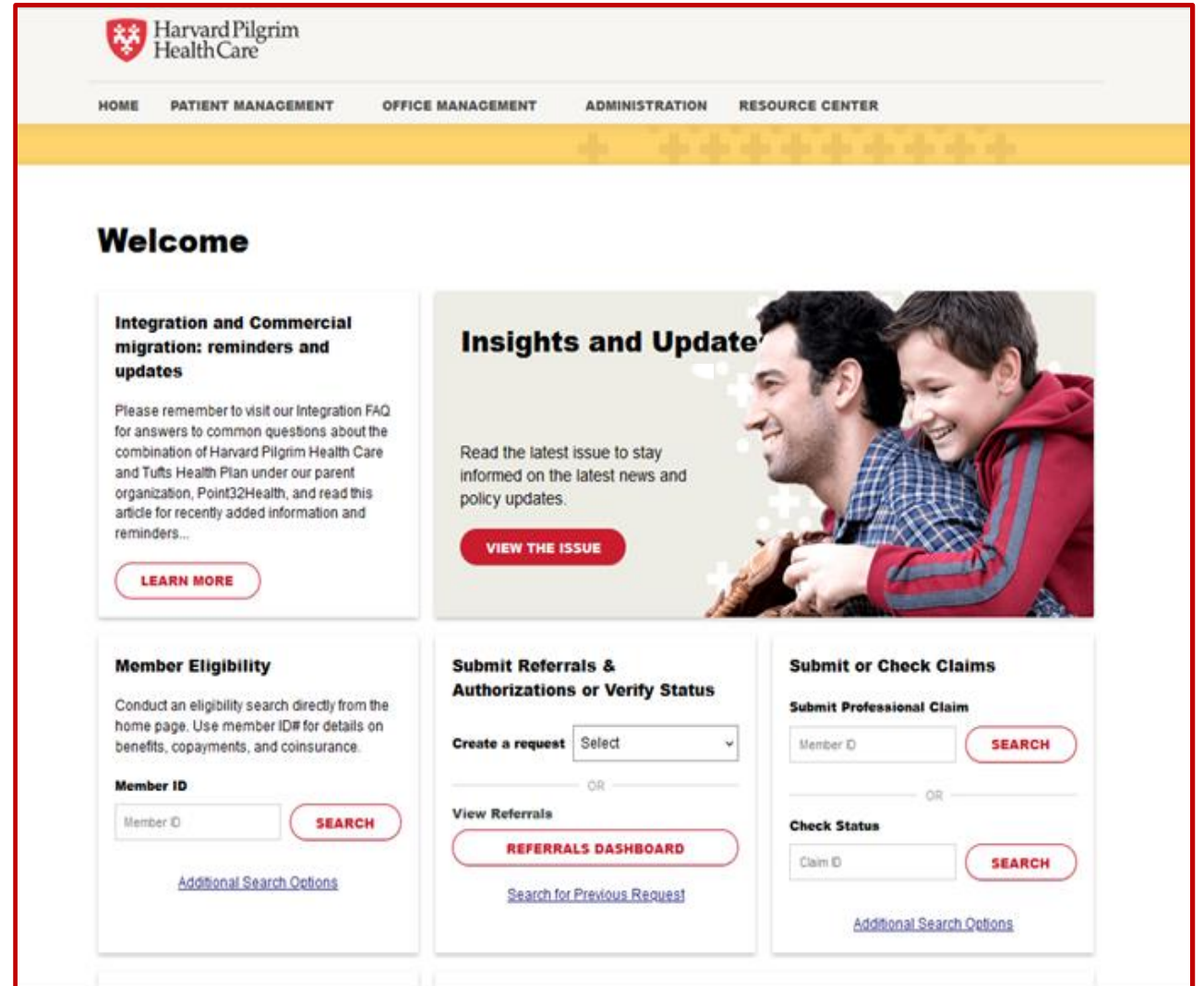
Scroll down the page to access additional tools and resources

Register for HPHConnect

Our secure provider portal is your primary tool to manage your Harvard Pilgrim Health Care members.

Visit [our website](#) to:

- Access HPHConnect
- Register for an account
- Access user guides and resources
- Accounts that have not been logged into for over 180 days are routinely frozen, requiring the user to contact Harvard Pilgrim Health Care's eBusiness team to unlock the account.



Provider Manuals

harvardpilgrim.org/provider/provider-manual

Refer to the Provider Manuals for detailed information about referral, prior authorization and notification requirements, processes, and submission channels.

- [Commercial Provider Manual](#)
- [Medicare Advantage Provider Manual](#)

Members Employers Brokers Providers Contact Us

Harvard Pilgrim HealthCare For Providers

PROVIDER MENU PROVIDER DIRECTORY PROVIDER LOGIN

HOME

Provider Manual

The online Provider Manual represents the most up-to-date information on Harvard Pilgrim products, programs, policies and procedures. Information found online may differ from your print version. Contact the Provider Call Center at [1-800-708-4414](tel:1-800-708-4414), if you have questions.

+ Important Provider Manual Information

Looking for the Medicare Advantage Provider Manual?

[Medicare Advantage Provider Manual >>](#)

Commercial Manual

Network Ops & Care Delivery Mgmt. Local Care Unit (LCU) and Primary Care Provider (PCP) roles, credentialing, and care management. View Resources >>	Member Care Information on member rights and responsibilities, determining eligibility, and collecting member payment. View Resources >>	eServices & Online Solutions Policies and procedures for Harvard Pilgrim's Web-based transaction service, HPHConnect. View Resources >>
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Harvard Pilgrim Health Care Products

harvardpilgrim.org/provider/product

**Harvard Pilgrim
HealthCare**

For Providers

 PROVIDER MENU

PROVIDER DIRECTORY

PROVIDER LOGIN

Learn About Our Products



Harvard Pilgrim Health Care offers a wide range of plans to meet the needs of members and employers throughout our service area. Our family of plans includes standard, tiered, and limited network products, senior plans, and national plans, as well as health benefit administration for self-funded employer groups. Below, we offer an overview of our products – including information on PCP and referral requirements, network coverage, and cost share.

Please utilize our other resources – including our [member ID cards](#) and [HPHConnect](#) – for assistance in understanding the member's plan. Prior to rendering services at an appointment, please check the member's eligibility and benefits via [HPHConnect](#), NEHEN, NEHEN Net, or your preferred connection for eligibility services.

- + Standard Network Plans
- + Limited Network Plans
- + Tiered Network Plans
- + National Plans
- + Medicare Plans
- + Health Plans, Inc.

Harvard Pilgrim Health Care Vendor Information

harvardpilgrim.org/provider/prior-authorization/vendor-programs

- Harvard Pilgrim Health Care works with vendors to review certain claims and authorizations.
- A partial list of vendors and their contact information is available on the public Provider website.



For Providers

 PROVIDER MENU

PROVIDER DIRECTORY

PROVIDER LOGIN

 PRIOR AUTHORIZATION

Vendor Programs

Vendor	Services	Details and contact info
Carelon Medical Benefits Management (formerly AIM Specialty Health)	Genetic and Molecular Diagnostic Testing	VIEW
National Imaging Associates (NIA)	Diagnostic Imaging Services Hip/Knee/Shoulder Surgeries Sleep Studies Spine Services (Lumbar Spine Surgery, Interventional Spine Pain Management Services, and Cervical Spine Surgery)	VIEW
OncoHealth (formerly Oncology Analytics)	Outpatient chemotherapy (infused and/or injected) Radiation therapy	VIEW
Optum/United Behavioral Health	Behavioral Health	VIEW
Progeny Health	Non-routine newborn care (Level II-IV) and all neonatal intensive care unit (NICU) admissions	VIEW

Tufts Health Plan's Provider Website

Navigating Tufts Health Plan's Website

tuftshealthplan.com/provider

Tufts Health Plan's Provider website has two distinct sections:

- **Public Provider website**
 - Medical necessity guidelines
 - Payment policies
 - Pharmacy programs
 - Provider manuals
- **Secure Provider portal (registration required)**
 - Eligibility and benefits
 - Referral submission and inquiry
 - Prior authorization submission and inquiry
 - Inpatient notification submission and inquiry
 - Claims status inquiry
 - Online claim adjustments

Welcome Providers

TUFTS
Health Plan

About Us Contact Us Login Find a Doctor or Hospital

Welcome Providers

Click on the [Resource Center](#) tile to access payment policies, forms, guidelines, manuals and more.

Provider Quicklinks

- System Update
- What's Ahead at Point32Health: Integration Updates
- Coronavirus Updates for Providers
- Important Reminders on Pharmacy Authorizations

Resource Center **Pharmacy** **Behavioral Health** **Training** **Provider News**

Scroll down the page to access additional tools and resources.

tuftshealthplan.com/provider/our-plans/our-plans



Vendor Information

tuftshealthplan.com/provider/provider-information/vendor-information

- Tufts Health Plan works with vendors to review certain claims and authorizations.
- A partial list of vendors and their contact information is available on the public Provider website.

The screenshot shows the 'Vendor Information' page on the Tufts Health Plan website. The page has a dark blue header with navigation links: Home, Resource Center, Pharmacy, Behavioral Health, Training, and Provider News. Below the header is a light gray sub-header with links: Overview, Commercial, Senior Products, and Tufts Health Public Plans. The main content area has a breadcrumb trail: Provider / Provider Home / Vendor Information. The title 'Tufts Health Plan Vendor Information' is in a large, dark red font. Below the title is a paragraph explaining that Tufts Health Plan works with vendors to review certain types of claims and/or authorizations for medical services, devices, and/or items. A note states: 'Note: This is not an all-inclusive list.' Below the note is a list of vendors, each with a dropdown arrow to its right. The vendors listed are: Forensic Review (Equian), OrthoNet, DRG Validation Program/Clinical Chart Validation Program (Cotiviti Healthcare), Prior Authorization Program for Genetic Testing, and Prior Authorization Programs for High-Tech Imaging, Spinal Conditions Management, Cardiac and Joint Surgery (National Imaging Associates).

Navigation	Overview	Commercial	Senior Products	Tufts Health Public Plans										
Provider	Provider Home	Vendor Information												
Tufts Health Plan Vendor Information Tufts Health Plan works with vendors to review certain types of claims and/or authorizations for medical services, devices, and/or items. Note: This is not an all-inclusive list. <table><tbody><tr><td>Forensic Review (Equian)</td><td>▼</td></tr><tr><td>OrthoNet</td><td>▼</td></tr><tr><td>DRG Validation Program/Clinical Chart Validation Program (Cotiviti Healthcare)</td><td>▼</td></tr><tr><td>Prior Authorization Program for Genetic Testing</td><td>▼</td></tr><tr><td>Prior Authorization Programs for High-Tech Imaging, Spinal Conditions Management, Cardiac and Joint Surgery (National Imaging Associates)</td><td>▼</td></tr></tbody></table>					Forensic Review (Equian)	▼	OrthoNet	▼	DRG Validation Program/Clinical Chart Validation Program (Cotiviti Healthcare)	▼	Prior Authorization Program for Genetic Testing	▼	Prior Authorization Programs for High-Tech Imaging, Spinal Conditions Management, Cardiac and Joint Surgery (National Imaging Associates)	▼
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News and Updates

Reminder: Medical Telehealth Services Reimbursed at Pre-Pandemic Rate

– Commercial Massachusetts, Rhode Island, and Maine Members

Point32Health resumed our pre-pandemic telehealth reimbursement practice in keeping with guidance provided by the states we serve for dates of service beginning March 1, 2023.

Medical services provided via telehealth to our Commercial Massachusetts, Rhode Island and Maine members (with the exceptions noted below) will be reimbursed at 80% of the in-person rate.

The following telehealth services will continue to pay at 100% of the in-person rate:

- Telehealth services provided by behavioral health providers to all Commercial members in Massachusetts, Rhode Island, New Hampshire, and Connecticut
- Medical services provided via telehealth members of our Commercial New Hampshire and Connecticut plans
- Telehealth services provided by in-network registered dietitian nutritionists and PCPs for members of our Rhode Island Commercial plans.

For additional information, please refer to the [Harvard Pilgrim Health Care](#) and [Tufts Health Plan](#) Telemedicine Payment Policies.

COVID-19 Public Health Emergency

Point32Health has returned to many pre-pandemic operations and policies.

Point32Health will continue to comply with Federal and state guidelines for COVID-19 vaccines, boosters, testing and treatment. Some updates include:

- **COVID-19 vaccines:** In-network COVID-19 vaccines will remain covered at no cost to our members.
- **Over-the-counter/home testing kits:** Effective May 12, 2023, we no longer cover over-the-counter COVID-19 tests for Commercial members. Medicare members also no longer have coverage through their Red, White and Blue Medicare card. Medicaid members will continue to have access, based on MassHealth and Rhode Island Medicaid requirements.
- **Provider ordered testing and treatment:** COVID-19 tests, treatments and services ordered by a provider, including Paxlovid, remain covered. We follow Federal guidelines regarding approved treatments.

For information on COVID policies as of May 12 or later, please refer to the [Coronavirus \(COVID-19\) Updates for Providers page](#).

Tufts Health Together Accountable Care Organizations

Beginning April 1, 2023 MassHealth launched a new value-based sub-capitation accountable care organization (ACO) model. The ACO model emphasizes investment in primary care, behavioral health, and pediatric care.

We're pleased that two Tufts Health Together plans were selected by MassHealth to participate in the ACO program:

- Tufts Health Together with UMass Memorial Health is a new collaboration.
 - Members who have a primary care provider who is part of Tufts Health Together with UMass Memorial Health have been enrolled in the ACO plan.
Visit our [Tufts Health Together with UMass Memorial Health website](#) for more information.
- Tufts Health Together with Cambridge Health Alliance is a continuing collaboration.
 - Members who were already enrolled with Tufts Health Together with Cambridge Health Alliance didn't need to take any action to remain on the plan.
Visit our [Tufts Health Together with Cambridge Health Alliance website](#) for more information.

Commercial Group Insurance Commission (GIC)

-Harvard Pilgrim Health Care Commercial Effective July 1, 2023

Tufts Health Plan Spirit and Tufts Navigator Retiring

As described in our [Point32Health Integration FAQ](#), Tufts Health Plan's Commercial members began migrating to Commercial Harvard Pilgrim products as Point32Health's Commercial markets move toward a more unified product portfolio, with transitions occurring on products' renewal dates.

This includes Tufts Health Plan's Commercial GIC products Tufts Health Plan Spirit and Tufts Navigator. Members of these plans will automatically be enrolled in the corresponding Harvard Pilgrim Commercial GIC HMO or POS product as of July 1, 2023.

Point32Health is offering two Commercial Harvard Pilgrim Health Care GIC products in New England.

Harvard Pilgrim Quality HMO — Harvard Pilgrim Quality HMO (formerly Primary Choice HMO)

Harvard Pilgrim Explorer POS — Harvard Pilgrim Explorer POS (formerly Independence Plan POS)

Providers received letters in early March informing them of their inclusion in the products and tier assignments.

Provider Resources

Register to Receive *Insights and Updates for Providers* by Email

The registration form can be accessed on the [Provider News](#) section of the website.
Click [Subscribe](#) to complete and submit the short online form.

Insights and Updates for Providers

May 2023

System update and abbreviated provider newsletter

All Products

A cybersecurity ransomware incident has impacted systems that support Harvard Pilgrim's Commercial and Stride Medicare Advantage plans. (Refer to our System Update for Providers page for more information.) Due to related complications, this month's provider newsletter issue is abbreviated.

COVID-19 coverage updates

All Products

President Joe Biden has signed a bill that will officially end the federal COVID-19 Public Health Emergency at the end of the day on May 11, 2023. As a result, Point32Health is returning to many pre-pandemic operations and policies.

Receive Insights and Updates by email

Subscribe



Webinars and Interactive Training

point32health.org/provider/training/webinars

Point32Health's Provider Education Team offers a variety of training opportunities for providers and office staff.

The screenshot shows the Point32Health website. The top navigation bar includes links for 'Integration FAQ', 'News', 'Provider Training +', and the 'Point32Health' logo. On the right, there are links for 'Harvard Pilgrim Health Care Login' and 'Tufts Health Plan Login', along with a search icon. The main heading is 'Webinars and interactive training sessions'. Below this, a paragraph explains the purpose of the webinars. A section titled 'Upcoming webinars' is highlighted with an orange arrow. It contains a table with five rows, each representing a different entity and ending with a plus sign icon.

Behavioral Health	+
Harvard Pilgrim	+
Monogram Health	+
Point32Health	+
Tufts Health Plan	+

Harvard Pilgrim Health Care Contact Information

Harvard Pilgrim Health Care Provider Website: harvardpilgrim.org/provider
News, Integration FAQs and Provider Training: point32health.org/provider

Provider Service Center

- Phone: 800-708-4414
- Email: Provider_callcenter@point32health.org

Medicare Advantage Provider Service Center

- Phone: 888-609-0692

Behavioral Health Access Center

- Phone: 888-777-4742

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

Tufts Health Plan Provider Website: tuftshealthplan.com/provider
News, Integration FAQs and Provider Training: point32health.org/provider

Provider Services:

- Tufts Health Plan Commercial Provider Services: **888-884-2404**
- Tufts Health Public Plans Provider Services (MA): **888-257-1985**
- Tufts Health Public Plans Provider Services (RI): **844-301-4093**
- Tufts Health Plan Medicare Preferred HMO and Tufts Health Plan Senior Care Options Provider Relations: **800-279-9022**

Commercial and Senior Products Behavioral Health Department: 800-208-9565

Technical Inquiries: Tufts_Health_Plan_Provider_Technical_Support@point32health.org

Provider Education: Provider_Education@point32health.org