



Receiving care outside of Massachusetts, Maine, New Hampshire, Rhode Island and Vermont

Please bring this document when you visit a participating UnitedHealthcare provider or facility for the first time

Harvard Pilgrim's PPO Plans* feature Harvard Pilgrim's broad network of providers in Massachusetts, Maine, New Hampshire, Rhode Island and Vermont, 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.

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



**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 & Thursday from 8 a.m. to 6 p.m. (ET)
- Wednesday from 10 a.m. to 6 p.m. (ET)
- Friday from 8 a.m. to 5:30 p.m. (ET)

Please show this to your provider

Dear UnitedHealthcare Participating Provider,

UnitedHealthcare providers outside of Massachusetts, Maine, New Hampshire, Rhode Island and Vermont participate in this Harvard Pilgrim plan. If you're a provider outside of those states, please call the numbers listed below.

For questions about:	Contact:
Eligibility or claims	UnitedHealthcare Shared Services at 800-693-5254 Press 1 for Provider, then options include: <ul style="list-style-type: none">For notifications, press 1For calls and claims regarding behavioral health services, press 2For eligibility, benefits, and claim mailing address information, press 3<ul style="list-style-type: none">Verbally state the first nine characters of the member ID, including letters and numbersVerbally state the member's date of birthTo receive claims status information for this member, press 4
Prior authorization for services, except genetic testing OR Prior authorization for prescription drugs <ul style="list-style-type: none">Pharmacy drugsMedical drugsSpecialty drugs	Harvard Pilgrim's Provider Service Center at 800-708-4414 and select 1 or 2 based on the member's identification number. If you selected 1: <ul style="list-style-type: none">For advanced imaging services through National Imaging Associates (NIA), press 2For behavioral health services, press 5For all authorizations including medical services and prescription drugs, benefits, claims status, eligibility, and referrals, press 7 If you selected 2: <ul style="list-style-type: none">For all notifications and authorizations including medical services and prescription drugs, press 1For benefits, eligibility, or claims information, press 2For provider credentialing or demographic changes, press 3
Prior approval for genetic testing services	Carelon Medical Benefits Management at 855-574-6476

Send claims to:

United Health Shared Services, P.O. Box 30783, Salt Lake City, UT 84130-0783

Pharmacies: Call Harvard Pilgrim Provider Services at **800-708-4414** with questions about a member's coverage or associated claims

SAMPLE Member ID Card (front and back):

 PPO	
ID#: HP-00 Name: IN OV: \$25/\$40 ER: \$100 RX: PREMIUM \$5/\$15/20%/20%	 IN DED: \$1,500 OON DED: \$3,000 IN OOPM: \$3,000 OON OOPM: \$6,000 Optum Rx® BIN 610011 PCN HPHC
Notice to Members <ul style="list-style-type: none">For Member Services, call: 888-333-HPHC (4742)In a medical emergency, go to the nearest emergency facility or call 911 or other emergency numberIf hospitalized, notify the Plan within 48 hoursContact the Plan at 800-708-4414 to request approval for:<ul style="list-style-type: none">admission by a non-participating physician and/or hospitalall services listed in the Schedule of Benefits requiring approval Notice to Providers <ul style="list-style-type: none">In MA, ME, NH, RI, VT: 800-708-4414 or www.hphc.org Claims: Payer ID: 04271 HPHC, PO Box 699183, Quincy MA 02269-9183Other States: 800-693-5254 United Health Shared Services Claims: Payer ID 39026 Group Number: 11-123456 PO Box 30783, Salt Lake City, UT 84130-0783 • https://uhss.umr.com <p>Please refer to your evidence of coverage for a full description of your benefits. www.hphc.org</p>	