



October 27, 2023

Reminder: Optum/United Behavioral Health will no longer manage Harvard Pilgrim Health Care's behavioral health program for Commercial, Medicare Enhance, and Medicare Supplement members, effective Nov. 1, 2023.

For Harvard Pilgrim Health Care Commercial, Medicare Enhance, and Medicare Supplement members:

- For services rendered through **Oct. 31, 2023**, please continue to work with Optum as you do today. Submit these claims directly to Optum and contact Optum/Behavioral Network Services at 1-877-614-0484 for questions on these services.
- For services on or after **Nov. 1, 2023**, providers in Harvard Pilgrim Health Care's service area (MA, ME, NH, RI, VT) should work directly with Harvard Pilgrim Health Care, including:
 - Submit claims to Harvard Pilgrim Health Care electronically to payer #04271 or mail paper claims to Harvard Pilgrim Health Care, PO Box 699183, Quincy, MA 02269-9183.
 - Providers outside Harvard Pilgrim's service area should submit out-of-area claims to United Health Shared Services Claims, Payer ID 39026, Group Number 11-123456, PO Box 30783, Salt Lake City UT 84130-0783 (this information is also noted on the back of the member's Harvard Pilgrim Health Care ID card).
 - View applicable policies including medical necessity guidelines, payment policies, and pharmacy policies at harvardpilgrim.org/provider.
 - You can recognize Harvard Pilgrim members with their member ID card (refer to [this member ID guide](#)). You may also verify eligibility through [HPHConnect](#) or by contacting the Provider Service Center (1-800-708-4414 or provider_callcenter@point32health.org)
 - Contact Harvard Pilgrim Health Care's Provider Service Center at 1-800-708-4414 with questions.
 - Your patients may also contact Harvard Pilgrim's Member Services team at the number listed on the back of their member ID card.

Please refer to this Harvard Pilgrim Health Care [newsletter article](#) and [Quick Reference Guide](#) for more information.

For Harvard Pilgrim Health Care Medicare Advantage StrideSM (HMO)/(HMO-POS) members

Optum will continue to provide behavioral health services for Harvard Pilgrim Health Care's Medicare Advantage StrideSM (HMO)/(HMO-POS) plan in New Hampshire through Dec. 31, 2024. Please continue to work directly with Optum as you do today. This includes referencing Optum policies for these members and submitting claims directly to Optum.

Contracting and continuity of care

- This change does not affect your existing Optum Provider Participation Agreement. You continue to be a participating provider with Optum.
- To contract with Harvard Pilgrim Health Care, contact AHCBehavioralHealth@point32health.org.
- If you are not a contracted Harvard Pilgrim Health Care provider, you may continue to provide uninterrupted care of members through Harvard Pilgrim's continuity of care plans:
 - Until further notice, as a transitional measure, providers who participate in the Optum network will be considered in-network providers for Harvard Pilgrim.
 - As noted above, Harvard Pilgrim Health Care policies apply as of Nov. 1, 2023, and claims should be submitted directly to Harvard Pilgrim Health Care. However, claims from providers who are not contracted directly with Harvard Pilgrim Health Care will be paid at the Optum rate.

Harvard Pilgrim Health Care is also educating their health plan members on this upcoming transition and we appreciate your continued partnership and the care you provide these members.