



Point32Health

Point32Health Updates for Baycare Health Partners

August 23, 2023

Discussion Topics

- Point32Health
- Product Integration
- Behavioral Health Insourcing
- Point32Health Provider Website
- Tools and Resources for Providers

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 legacy health plan.**

Point32Health



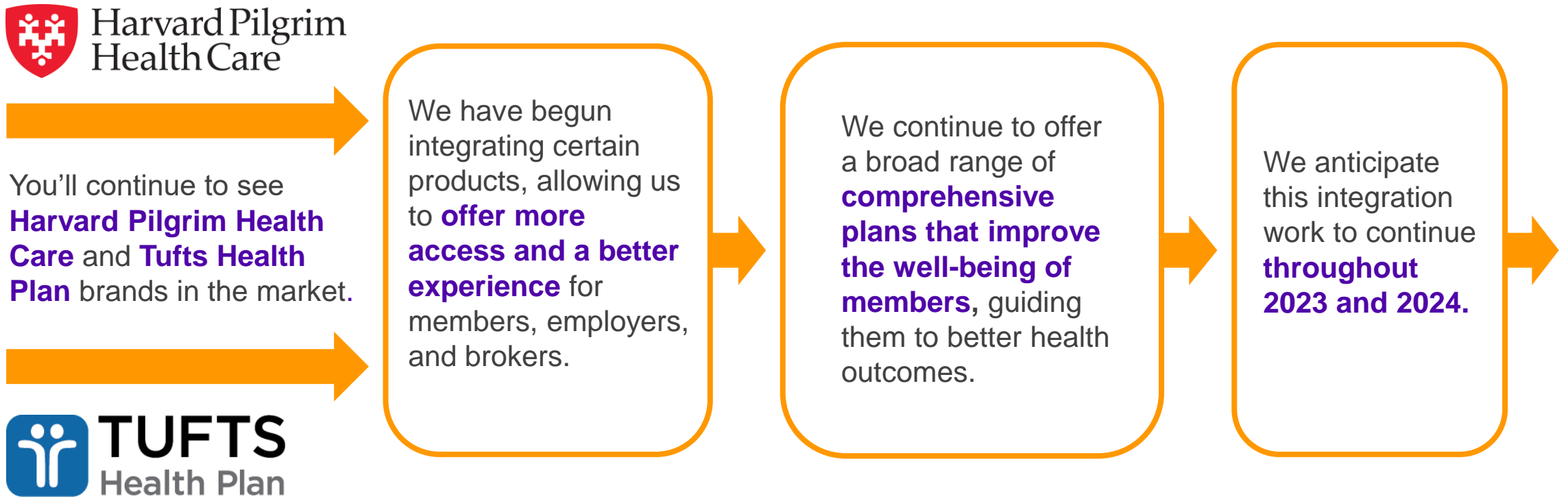
Point32Health

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.

Point32Health Product Integration

As part of our integration, Point32Health has been evaluating the products offered by Harvard Pilgrim Health Care and Tufts Health Plan as well as market needs.



Massachusetts Commercial and Group Medicare Product Integration

Product Integration Started on January 1, 2023

Commercial

- Certain Tufts Health Plan Massachusetts Commercial members will transition to Harvard Pilgrim Health Care products.
- Transitions will be staggered and aligned with the members' plan renewal date.
- Additional Tufts Health Plan Commercial members will transition to Harvard Pilgrim Health Care products in 2024.

Group Medicare

- Tufts Medicare Complement plans will transition to Harvard Pilgrim Health Care's Medicare Enhance plan.

Recognizing When a Member Changes Plans

Members who are changing plans will receive their new member ID card prior to their effective date.

Check eligibility and benefits on our provider portals:

- [HPHConnect](#)
- [Tufts Health Plan Secure Provider Portal](#)

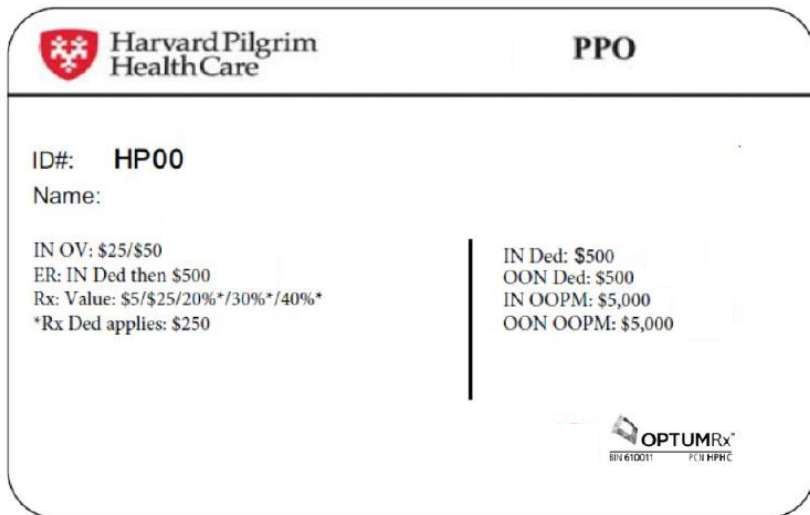
For more options, refer to the:

- [Determining Eligibility Policy](#) in the Harvard Pilgrim Health Care [Provider Manual](#)
- Tufts Health Plan [Provider Manual](#)

For questions, refer to the information on the member's current ID card and contact the health plan as indicated.

Visit our websites for more information on our products:

- [Harvard Pilgrim Health Care products](#)
- [Tufts Health Plan products](#)





Payment Policies

- We have aligned our payment policies from each legacy health plan to make it easier to do business with us.
- Significant changes will be announced in [*Insights and Updates for Providers*](#)
- Payment policies will continue to vary based on products and coverage mandates.
- You may access payment policies on our public provider websites:
 - [Harvard Pilgrim Health Care Payment Policy page](#)
 - [Tufts Health Plan Resource Center](#)



Medical Necessity Guidelines and Formularies

- Point32Health has aligned our medical necessity guidelines within product lines.
- Guidelines may vary across product lines, such as Commercial and Tufts Health Public Plans.
- We will announce any significant changes through our monthly provider newsletter.
- Medical necessity guidelines and formularies are available to view on our websites.

The medical necessity guidelines for medical benefit drugs are posted on our websites.

- Harvard Pilgrim Health Care: [Medical Drug Medical Necessity Guidelines webpage](#)
- Tufts Health Plan: [Resource Center for Tufts Health Plan](#)



Existing Authorizations

We are committed to facilitating a seamless transition for Tufts Health Plan Commercial members who transition to Harvard Pilgrim Health Care.

- **Existing authorizations will be valid through the applicable expiration date.**
- **Providers do not need to submit duplicate authorization requests for the same service/time period for transitioning members.**

Important Reminders About Pharmacy Authorizations

- The integration of our commercial products will continue through 2024. Transitions will be staggered and aligned with the members' plan renewal dates.
- To ensure our members have uninterrupted access to their medications and reduce your administrative burden, **we will transfer all active prior authorizations.**
- **All active prior authorizations will remain valid for the length of the approval.**
- **There is no need to submit a second prior authorization request if an active authorization has already been obtained.**



Medical Inpatient Services

- For patients receiving inpatient care at the time of their plan transition, medical care management services will continue to be provided by Tufts Health Plan's care management team.
- Upon discharge, the case will be transferred to Harvard Pilgrim Health Care's care management team.



Medical Claims Submission

Continue to follow the claim submission guidelines and policies for the health plan that is in effect for the member at the time of service.

Member's plan on date of service	Medical claim submission
Tufts Health Plan member on the date of service	Submit the claim to Tufts Health Plan
Harvard Pilgrim Health Care member on the date of service	Submit the claim to Harvard Pilgrim Health Care
When the member is receiving services that span their plan transition date	Submit the claim to the plan in effect on the initial date of service (Example: Inpatient admission date)

Behavioral Health Insourcing

Insourced Behavioral Health Program

- Effective November 1, 2023

- Behavioral health care is critical to the well-being and overall health of our members.
- Currently, Tufts Health Plan operates its own network of providers, while Harvard Pilgrim Health Care offers services through Optum/United Behavioral Health.

Insourced Behavioral Health Program Beginning November 1, 2023

- Behavioral health coverage and programs, including utilization and care management, will be delivered through Point32Health's internal functions and behavioral health team.
- The program emphasizes highly coordinated care management and outreach that connects behavioral and physical health.



Product Integration - Behavioral Health Care

- For Tufts Health Plan Commercial members transitioning to Harvard Pilgrim Health Care, behavioral health care management services between now and November 1, 2023 will be managed by Optum/United Behavioral Health.
 - Optum/United Behavioral Health currently provides behavioral health services for Harvard Pilgrim Health Care.
 - **When the insourcing of our behavioral health program occurs on November 1, 2023,** Harvard Pilgrim Health Care will provide behavioral health care management services.

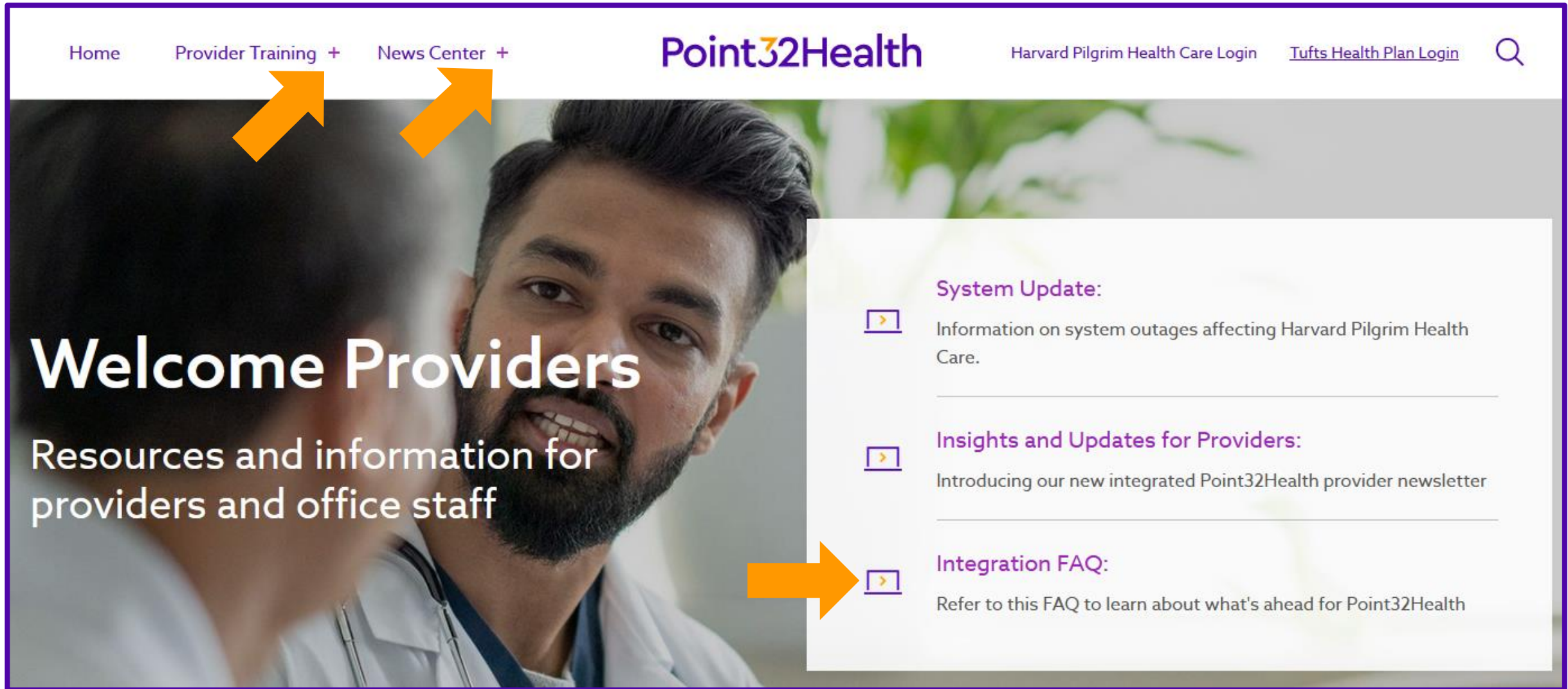


Behavioral Health Claims Submission

Member's Plan on the Date of Service	Behavioral Health Claim Submission
Tufts Health Plan member on the date of service	Submit the claim to Tufts Health Plan
Harvard Pilgrim Health Care member with a date of service prior to the November 1, 2023 insourcing date	Submit the claim to Optum/United Behavioral Health
Harvard Pilgrim Health Care member with a date of service on or after the November 1, 2023 insourcing date	Submit the claim to Harvard Pilgrim Health Care

Point32Health Provider Website

Point32Health's Provider Website Point32Health.org/provider



While we continue offer information for providers on the website sites of our legacy brands, over time you will find more information and resources on the pages of the Point32Health provider website.

Insights and Updates for Providers

August 2023

Update on Behavioral Health insourcing

Harvard Pilgrim Health Care Commercial

We want to provide you with an update on our plans to insource our behavioral health program for Harvard Pilgrim commercial members, which will now be taking place on Nov. 1, 2023.

Billing reminder for pelvic floor therapy

All products

As a reminder, Point32Health provides coverage for treatment of pelvic floor disorders. Members are eligible to receive clinical evaluation and physical therapy (PT) as outlined in their plan benefits, and providers should use diagnosis code 090.89 when billing for PT for pelvic floor disorders.

Receive Insights and Updates for Providers by email

Subscribe



Upcoming webinars

Point32Health



Harvard Pilgrim Health Care



Tufts Health Plan



Monogram Health



Harvard Pilgrim Health Care Provider Website

Getting back on track

Our provider website is up and running. Your practice can access all the policies and tools you need to work with us once again. Our secure portal, HPHConnect, is also available for many transactions. Thank you for your patience as we continue to bring our systems online. Browse our System Update FAQ for more information.

[Browse FAQ >>](#)

HPHConnect:

Easy real-time access to the information and tools you need.

 [LOG IN OR REGISTER](#)[Prior
Authorization >](#)[Medicare
Advantage >](#)[Billing and
Reimbursement >](#)[Pharmacy >](#)[Provider
Manual](#)[Forms](#)[Caring for
Your Patient](#)[Resource
Center](#)[Network
Management
& Quality](#)[News Center](#)

Resource Center



Resources to Support Your Practice

At Harvard Pilgrim, we understand and appreciate how busy you are, and all the hard work that goes into providing such exemplary care to our members. That's why we strive to make it as easy as possible for you to do business with us. Here you can find a number of convenient resources we offer to support you and your practice – so you can worry less about administrative matters and focus more on patient care.

You'll find Provider Manuals, forms, key contact information, network enrollment materials, and videos and guides on how to utilize HPHConnect and other tools to quickly and efficiently manage eligibility, billing, authorizations and more.

Common resource links:

FORMS

PROVIDER MANUALS

Prior Authorization >

Medicare Advantage >

Billing and Reimbursement

Pharmacy >

Provider Manual >

Caring for Your Patient

Resource Center >

Learn About Our Products

Network Medical Management & Quality >

Tufts Health Plan Provider Website

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](#)[Update on Compass Medical](#)[Resource Center](#)[Pharmacy](#)[Behavioral Health](#)[Training](#)[Provider News](#)

Tufts Health Plan Provider Resource Center

[Home](#)[Resource Center](#)[Pharmacy](#)[Behavioral Health](#)[Training](#)[Provider News](#)

Filter By Product

Step 1

- ☒ Commercial
- ☒ Tufts Medicare Preferred
- ☒ Tufts Health Plan Senior Care Options
- ☒ Tufts Health Public Plans
 - ☒ Tufts Health Direct
 - ☒ Tufts Health RITogether
 - ☒ Tufts Health Together
 - ☒ Tufts Health Unify

Filter By Category

Step 3

Provider Manuals

- ☒ View All

Guidelines

- ☐ Clinical Resources
- ☐ Behavioral Health
- ☐ Medical Necessity Guidelines
- ☐ Pharmacy Medical Necessity Guidelines
- ☐ Medical Benefit Drugs: Medical Necessity Guidelines

Resources for Providers

Essential forms and documents in one place

Find all the information you need to do business with us, including applications, forms, guidelines and administrative manuals.

Tufts Health Together utilizes MassHealth's Unified Formulary for pharmacy medications and select medical benefit drugs; for drug coverage and criteria refer to the [MassHealth Drug List](#).

Refer to [Coronavirus Updates for Providers](#) for the most up-to-date information about Tufts Health Plan's policies and coverage pertaining to COVID-19.

Click [here](#) for more information about Credentialing and Contracting.

Need help? Click [here](#) for some quick search tips.

Step 2

Provider Manual

SEARCH

Showing: Commercial, Tufts Medicare Preferred, Tufts Health Plan Senior Care Options, Tufts Health Public Plans, **Provider Manuals:** View All (3)

Provider Manuals

View All:
[Commercial Provider Manual](#)

View search tips for the Resource Center



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:

- Commercial: 888-884-2404
- Tufts Health Public Plans (MA): 888-257-1985
- Tufts Health Public Plans (RI): 844-301-4093
- Tufts Medicare Preferred and Tufts Health Plan Senior Care Options: 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