



Mass General Brigham
Health Plan

MGB Health Plan Orientation

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Senior Provider Network Account Executive

October 16, 2024

Mass General Brigham Health Plan includes Mass General Brigham Health Plan, Inc. and Mass General Brigham Health Plan Insurance Company.

Agenda

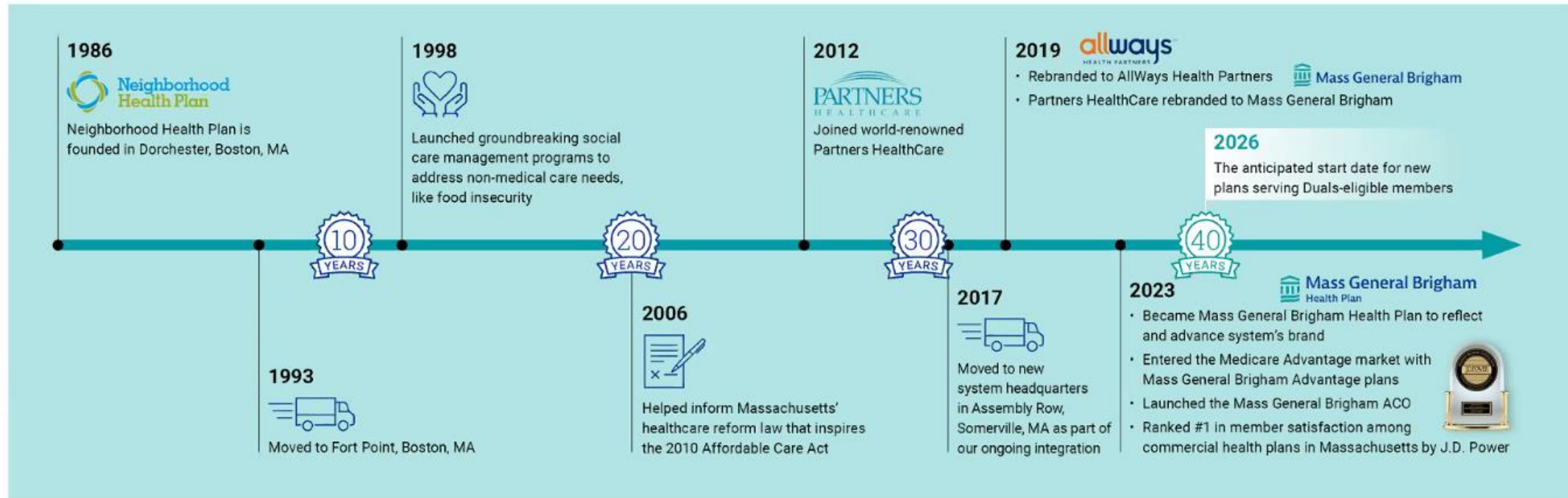
- Mass General Brigham Health Plan Legacy
- Membership
- 2024 Products
- Reminders
- Authorization & Referral Overview
- Provider Resources
- Questions



Building on our legacy as a community-based organization



Our legacy of integration, innovation, and growth drives us forward



Mass General Brigham Membership

- MGB ACO MEDICAID 144,285
- MGB EMPLOYEES 144,738
- MGB COMMERCIAL 89,266
- MGB MEDICARE ADVANTAGE 2,466

<div>Membership - Day to Day</div> <div>Last Refresh : 5/2/2024 8:16:21 AM</div> <div>Membership as of : 05/01/2024</div>	Commercial
	234,580
	Medicaid
	144,285
Total Membership	
381,331	
MChoice	
2,466	



2024 Product Portfolio

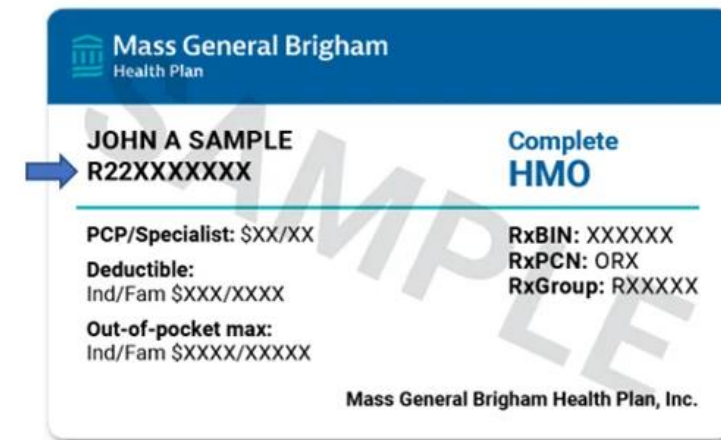


2024 Member ID Cards

For a complete overview of all our products please click on the following link.
<https://massgeneralbrighamhealthplan.org/providers/product-reference>

Highlights:

- Reminder - Mass General Brigham Health Plan had updated member ID numbers and cards for all members effective January 1, 2024. All individuals across membership populations have the same prefix, R22, in their new ID numbers.



Mass General Brigham Health Plan 2024 Products

Highlights:

- Medicare Advantage launched on Jan 1, 2023
- Mass General Brigham ACO plan launched April 1, 2023
- EPO product launch January 1, 2024

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

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





MGB Employee Plans



Effective **1/1/2024**, the following plans are in effect:



- Plus PPO
- Select



New



- Core PPO
- High Deductible Health Plan PPO with HSA
- Premium EPO

 Mass General Brigham Health Plan	Plus PPO
JOHN A SAMPLE 0000000000	UnitedHealthcare® Options PPO Network
PCP: \$ PCP Tier 2: 18 and under \$30 Specialist: \$ ER: \$ Tier 1 Deductible: Ind/Fam \$ Tier 2 Deductible: Ind/Fam \$ OON Deductible: Ind/Fam \$ Tier 1 Out-of-Pocket Max: Ind/Fam \$ Tier 2 Out-of-Pocket Max: Ind/Fam \$ OON Out-of-Pocket Max: Ind/Fam \$ Administered by Mass General Brigham Health Insurance Company	 RXBIN: 004336 RXPCN: ADV RXGROUP: RX1438

 Mass General Brigham Health Plan	Select
JOHN A SAMPLE 0000000000	UnitedHealthcare® Options PPO Network
PCP: \$ PCP Tier 2: 18 and under \$30 Specialist: \$ ER: \$ Tier 1 Deductible: Ind/Fam \$ Tier 2 Deductible: Ind/Fam \$ Tier 1 Out-of-Pocket Max: Ind/Fam \$ Tier 2 Out-of-Pocket Max: Ind/Fam \$ Administered by Mass General Brigham Health Insurance Company	 RXBIN: 004336 RXPCN: ADV RXGROUP: RX1438

 Mass General Brigham Health Plan	Core PPO
JOHN A SAMPLE 0000000000	UnitedHealthcare® Options PPO Network
PCP: \$ PCP Tier 2: 18 and under \$40 Specialist: \$ ER: \$ Tier 1 Deductible: Ind/Fam \$ Tier 2 Deductible: Ind/Fam \$ OON Deductible: Ind/Fam \$ Tier 1 Out-of-Pocket Max: Ind/Fam \$ Tier 2 Out-of-Pocket Max: Ind/Fam \$ OON Out-of-Pocket Max: Ind/Fam \$ Administered by Mass General Brigham Health Insurance Company	 RXBIN: 004336 RXPCN: ADV RXGROUP: RX1438

 Mass General Brigham Health Plan	Premium EPO
JOHN A SAMPLE 0000000000	UnitedHealthcare® Options PPO Network
PCP: \$ PCP Tier 2: 18 and under \$30 Specialist: \$ ER: \$ Tier 1 Deductible: Ind/Fam \$ Tier 2 Deductible: Ind/Fam \$ Tier 1 Out-of-Pocket Max: Ind/Fam \$ Tier 2 Out-of-Pocket Max: Ind/Fam \$ Administered by Mass General Brigham Health Insurance Company	 RXBIN: 004336 RXPCN: ADV RXGROUP: RX1438


 Mass General Brigham Health Plan	HDHP PPO with HSA
JOHN A SAMPLE 0000000000	UnitedHealthcare® Options PPO Network
PCP: \$ PCP Tier 2: 18 and under 20% Specialist: \$ ER: \$ IN Tier 1 & Tier 2 Deductible: Ind/Fam \$ OON Deductible: Ind/Fam \$ IN Tier 1 & Tier 2 Out-of-Pocket Max: Ind/Fam \$ OON Out-of-Pocket Max: Ind/Fam \$ Administered by Mass General Brigham Health Insurance Company	 RXBIN: 004336 RXPCN: ADV RXGROUP: RX1438



Mass General Brigham ACO

Mass General Brigham Health Plan is proud to provide MassHealth insurance coverage to members of Mass General Brigham ACO.

- Primary care services will be provided by **Mass General Brigham** and **Mass General Brigham affiliated PCPs** as well as **Lawrence Health Solutions** and **Community Medical Associates** who are affiliated with Lawrence General Hospital.
- Authorizations/Notifications for other services may be required for MGB ACO members.
- Please note applicable to Baystate Medical Providers Specialty providers only
- 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**
Health Plan

Mass General Brigham ACO

AVERY SAMPLE
Health Plan ID # XXXXXXXXXX
MassHealth # XXXXXXXXXX

PCP/Specialist: \$0/0
Preventive Services: \$0
Emergency Room: \$0

RxBIN: XXXXXX
RxPCN: ORX
RxGroup: RXXXXX

Coverage through Mass General Brigham Health Plan





Limited Network Products



Select HMO

Limited network: Health insurance plans that offer a more affordable premium by providing access to a smaller, select group of providers.

- Available to Health Connector members AND ConnectorCare members
- A contracted Select HMO PCP is required
- **Limited-Service Area** and High-Performance Network
- Select HMO members have in-network access to our Select HMO network exclusively.
- Limited but comprised of high quality and cost-effective providers, including providers within the MGB system

 Mass General Brigham Health Plan	 HEALTH CONNECTOR Limited Network
JOHN A SAMPLE 0000000000	Select HMO
PCP/Specialist: \$	RXBIN:
Deductible:	RXPCN:
Ind/Fam \$	RXGROUP:
Out-of-pocket max:	
Ind/Fam \$	
Mass General Brigham Health Plan, Inc.	



New Products



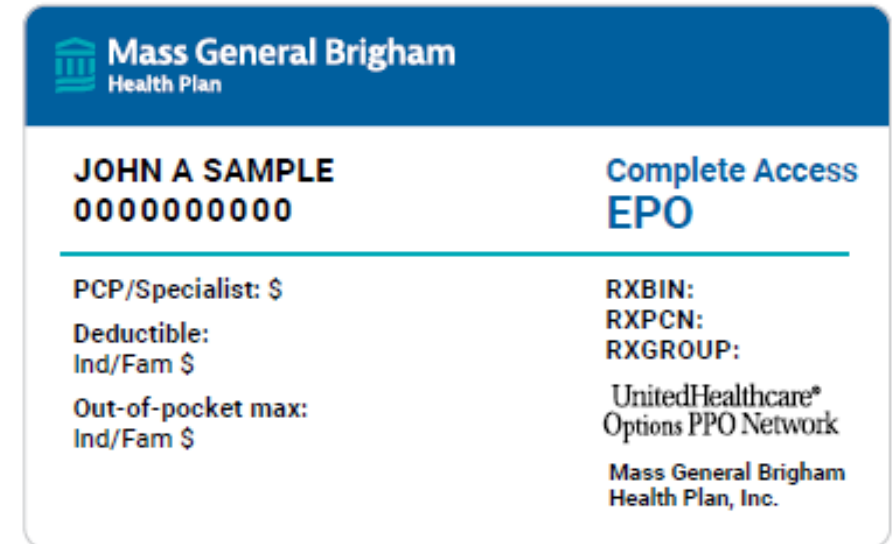
Complete Access EPO

National Network:

- Mass General Brigham Health Plan's network in MA and NH
- UnitedHealthcare Options PPO network outside of MA/NH
- Optum, one of the nation's largest behavioral health providers, plus Lyra Health
- Optum Rx, national network of pharmacies
- Plus:
 - Urgent care centers
 - Retail walk-in clinics
 - 24/7 nurse advice line
 - 24/7 On Demand virtual visit urgent care

How our EPO works:

- In MA and NH, a PCP is required, and referrals are needed for most specialty services
- Members do not have OON/unauthorized coverage
- Emergency services covered worldwide*



Mass General Brigham Health Plan

JOHN A SAMPLE
0000000000

Complete Access EPO

PCP/Specialist: \$	RXBIN:
Deductible:	RXPCN:
Ind/Fam \$	RXGROUP:
Out-of-pocket max:	UnitedHealthcare*
Ind/Fam \$	Options PPO Network
	Mass General Brigham Health Plan, Inc.



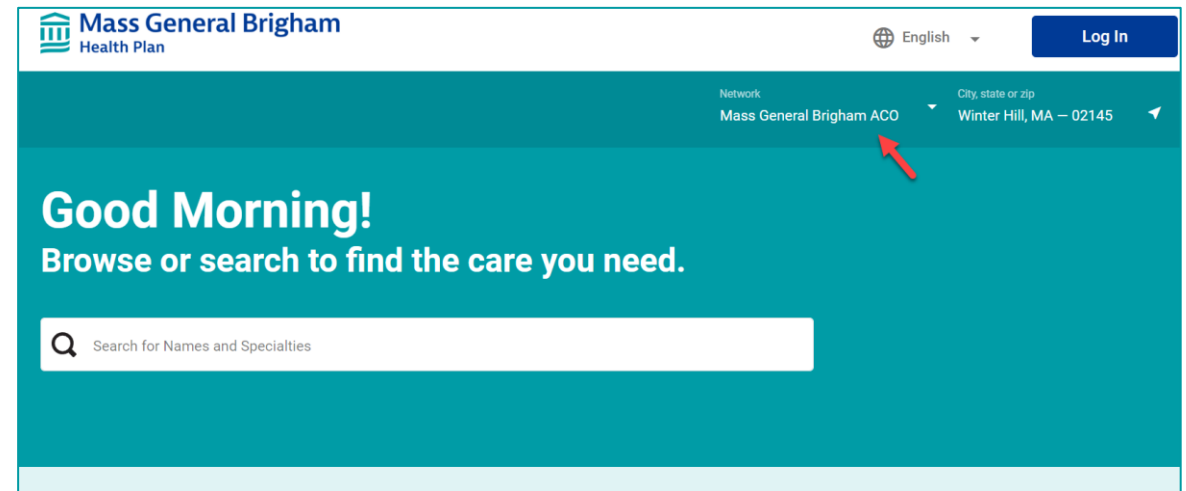
*Must remain in network for all other services

Reminders

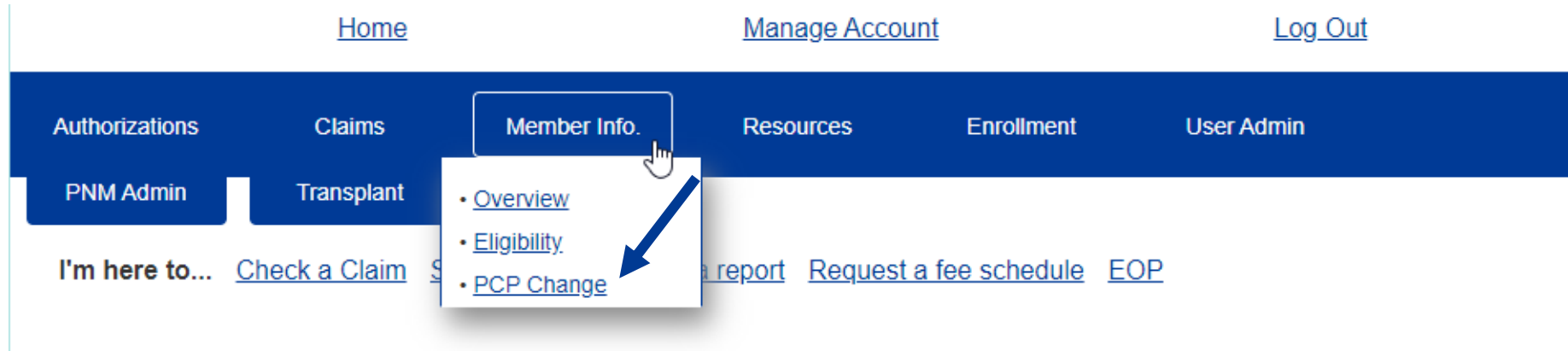


Help us keep our Provider directory information accurate

- For a complete listing of participating provider please use the MGBHP Provider Directory: [Home \(sapphirethreesixtyfive.com\)](http://sapphirethreesixtyfive.com)
- **Provider demographic information in our Provider Directory must reflect accurate data at all times and should mirror the information members may receive directly from the practice or via patient appointment call centers.**
- **To report any changes to demographic data** or to your address, panel status (open or closed) for each individual provider, institutional affiliations, phone number, or other practice data requests should be reported via the Mass General Brigham Health Plan Provider Portal **provider.massgeneralbrighamhealthplan.org** or by submitting a **Provider Change** via the **Provider-Enrollment-Form** to Mass General Brigham Health Plans **Provider Enrollment Team** by email at **HealthPlanPEC@mgb.org**.
- **On a quarterly basis**, providers should review and verify the accuracy of their demographic data displayed in our Provider Directory.
- **Timely notice of Provider Changes** — As a reminder, notification of address, acceptance of new patients, provider terminations, and other demographic information changes should be submitted at least 30 days in advance



PCP changes via the Provider Portal



When submitting a PCP change through the provider portal, make sure to follow these tips to prevent any potential errors:

- **Verify member's eligibility prior to submitting a PCP change.**
- **The provider the member is being assigned to must have an open panel.**
- **The provider the member is being assigned to must accept the member's plan type.**
- **PCP assignments can be backdated for up to 60 days.**
- **Please do not submit duplicate requests and allow up to 7 business days for the PCP change to process.**



Authorization & Referral Overview



Prior Authorizations & Referrals Tools and Resources

- Authorization guidelines available at: <https://massgeneralbrighamhealthplan.org/providers/authorization-guidelines>
- Webinar to authorization training: [MGBHP Auth Training Webinar](#)
- 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](#) ↓



Mass General Brigham Health Plan

Explore plans Members Employers Brokers **Providers** Meet us COVID-19

Prior authorizations & referrals

We are waiving prior authorization for certain infant formulas through the medical benefit. [See here for details.](#)

During the COVID-19 public health emergency, some of our authorization guidelines may be superseded by the [information on our COVID-19 FAQ](#).

Mass General Brigham Health Plan providers: How to submit +

Other providers: How to submit +

Services that require referrals or authorizations +

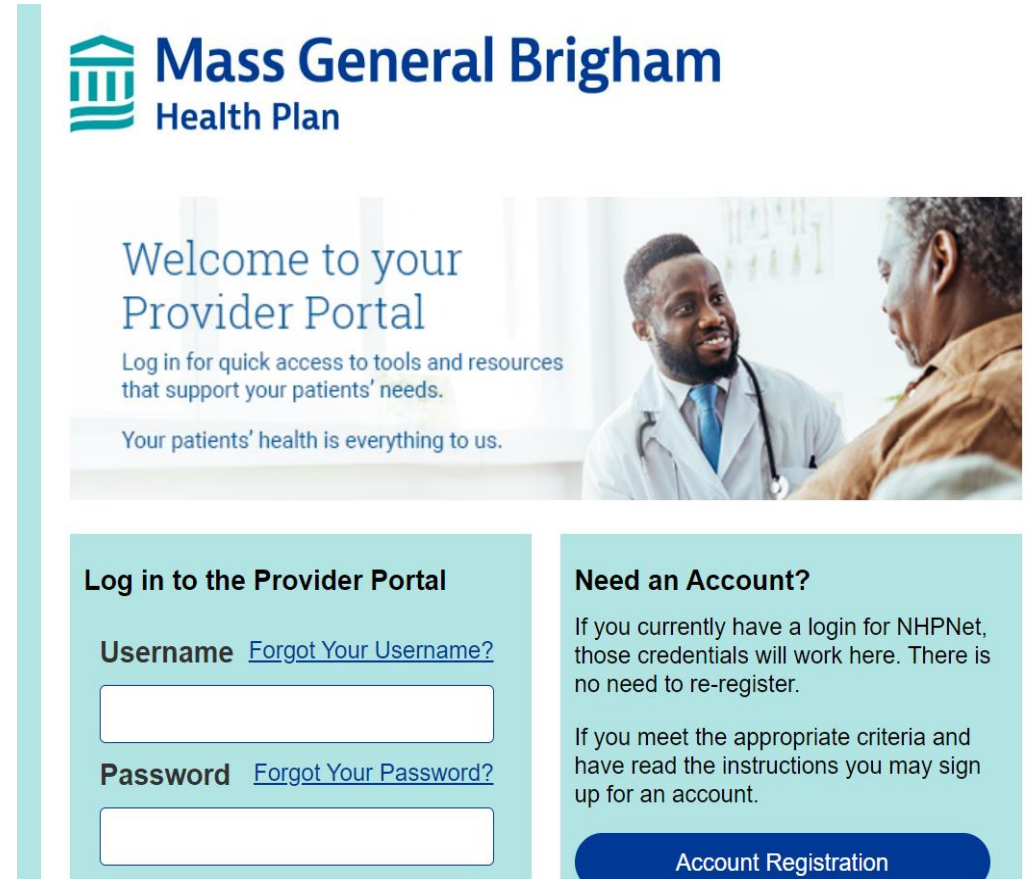


Provider Portal

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](#)



The screenshot displays the Mass General Brigham Health Plan Provider Portal interface. At the top, the logo and name 'Mass General Brigham Health Plan' are visible. Below this, a banner image shows a doctor in a white coat talking to a patient. Text on the banner reads: 'Welcome to your Provider Portal', 'Log in for quick access to tools and resources that support your patients' needs.', and 'Your patients' health is everything to us.' The main content area is divided into two sections. The left section, titled 'Log in to the Provider Portal', contains fields for 'Username' and 'Password', each with a 'Forgot Your [Username/Password]?' link. The right section, titled 'Need an Account?', provides instructions for existing users and new registrants, ending with an 'Account Registration' button.

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](#)



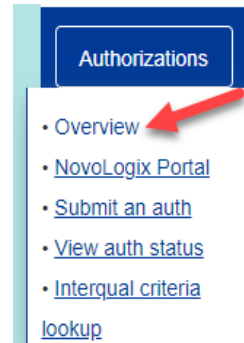
Provider Portal Authorization Overview

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



A screenshot of the 'Authorizations overview' page in the Provider Portal. The page has a blue header with links for Home, Manage Account, and Log Out. Below the header is a navigation bar with links for Authorizations, Claims, Member Info, Resources, Enrollment, and User Admin. The main content area is titled 'Authorizations overview' and includes a sub-header 'Learn about the tools and resources available on each page in the Authorization menu.' Below this are several sections: 'NovoLogix portal' with a link to 'View the full NovoLogix authorization guidelines (PDF)', 'Submit an authorization' with links to 'Prior authorization, notification, and referral guidelines (PDF)' and 'Check authorization requirements by' (highlighted with an orange arrow), 'View authorization status' with links to 'Check the status' and 'Tips to improve your prior authorization experience', and 'InterQual criteria lookup' with a link to 'Check authorization requirements'.



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: 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.



Helpful 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.

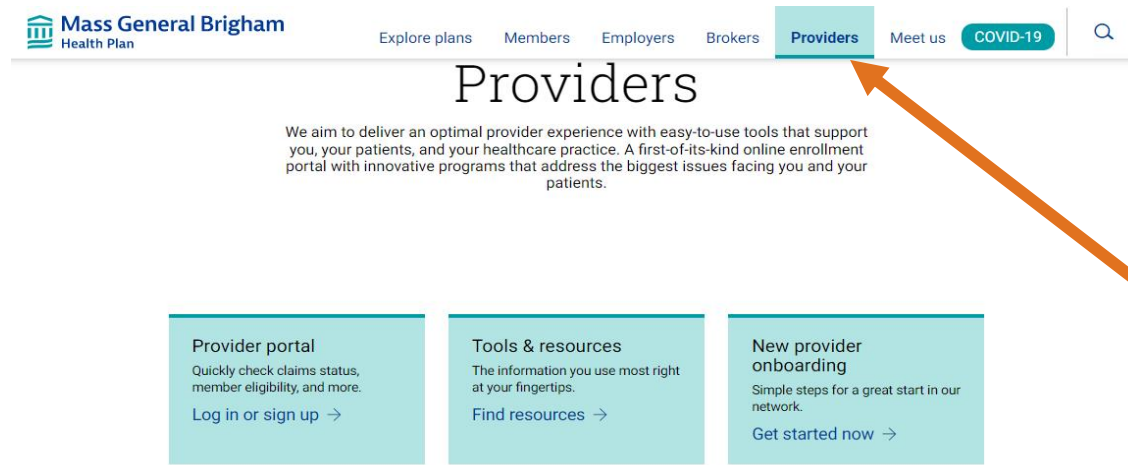


Provider Resources

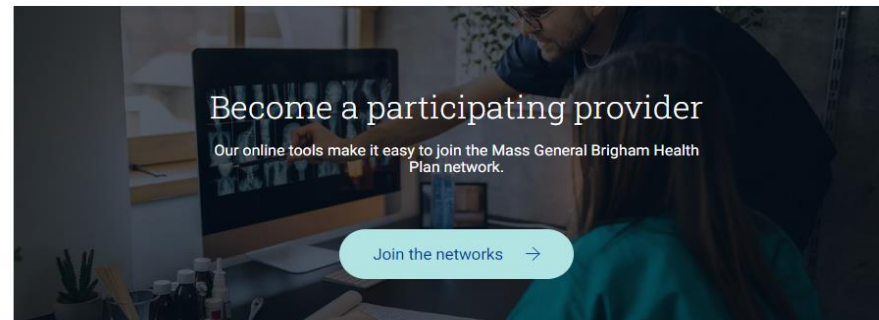


Mass General Brigham Health Plan Provider Page

- <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



Claims Information Page

<https://massgeneralbrighamhealthplan.org/providers/claims>

Highlights:

- Clear guidance for where to send claims
- ID card images to help you identify plans
- Provider Refund/Claims Retraction FAQ
- Request for Claim Review Form

Mass General Brigham Health Plan

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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
- Out-of-Pocket Max
- Deductible
- 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	UnitedHealthcare® Open PPO Network	JOHN A SAMPLE 0000000000	UnitedHealthcare® Open PPO Network
PCP: SXX Specialist: SXX ER: SXX	CVS Caremark RXBIN: 004035 RXPCN: ADV RXGROUP: R01438	PCP: SXX Specialist: SXX ER: SXX	CVS Caremark RXBIN: 004035 RXPCN: ADV RXGROUP: R01438
Deductible: Ind/Fam \$0000000000		Ind Deductible: Ind/Fam \$0000000000	
Out-of-Pocket Max: Ind/Fam \$0000000000		Out-of-Pocket Max: Ind/Fam \$0000000000	
		Out-of-Pocket Max: Ind/Fam \$0000000000	
Administered by Mass General Brigham Health Insurance Company		Administered by Mass General Brigham Health Insurance Company	

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: 04299
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