Harvard Pilgrim Health Care | United Healthcare

Receiving care outside of Massachusetts, Maine and New Hampshire

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

Harvard Pilgrim's Access America℠ plan features Harvard Pilgrim's broad network of providers in Massachusetts, Maine and New Hampshire, 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 and New Hampshire.

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 and Friday from 8 a.m. to 8 p.m. (ET)
- Wednesday from 10 a.m. to 6 p.m. (ET)

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Please show this to your provider

Dear UnitedHealthcare Participating Provider,

UnitedHealthcare providers outside of Massachusetts, Maine and New Hampshire participate in this Harvard Pilgrim plan. If you're a provider outside of Massachusetts, Maine and New Hampshire, 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: • For notifications, press 1 • For calls and claims regarding behavioral health services, press 2 • For eligibility, benefits, and claim mailing address information, press 3 — Verbally state the first nine characters of the member ID, including letters and numbers — Verbally state the member's date of birth • To receive claims status information for this member, press 4
Prior authorization for services, except genetic testing **OR** **Prior authorization for prescription drugs** • **Pharmacy drugs** • **Medical drugs** • **Specialty 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:** • For advanced imaging services through National Imaging Associates (NIA), press 2 • For behavioral health services, press 5 • For all authorizations including medical services and prescription drugs, benefits, claims status, eligibility, and referrals, press 7 **If you selected 2:** • For all notifications and authorizations including medical services and prescription drugs, press 1 • For benefits, eligibility, or claims information, press 2 • For 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):*