

PacifiCare Behavioral Health
Corporate Office
3100 Lake Center Drive
Santa Ana, CA 92704
www.pbhi.com
PBH Provider Helpline:
800-716-1166

PROVIDER MANUAL Product Specific Addendum

Health Plan Inc.

Summary

Health Plans Inc. (HPI), a third party administrator (TPA) and a wholly owned subsidiary of Harvard Pilgrim Health Care, Inc. (HPHC) is offering self-funded groups and their members HPHC products beginning January, 1 2006. As accounts choosing an HPHC product will become HPHC accounts, and their members, HPHC Members, providers will be considered in-network for this arrangement effective January 1, 2006.

As part of this arrangement, PBH will be responsible for contracting, credentialing, provider relations, fee schedules and payment policies and HPI will provide administrative services, such as routine provider service center functions and claims processing to such accounts. Look for the co-branded card, pictured in this Manual, to identify members of HPHC accounts administered by HPI.

PBH Provider In-Network Service Area:

PBH providers within the identified service areas will be considered as in-network for benefit administration and claims payment according to the terms and conditions of your PBH Provider Agreement. Service area includes:

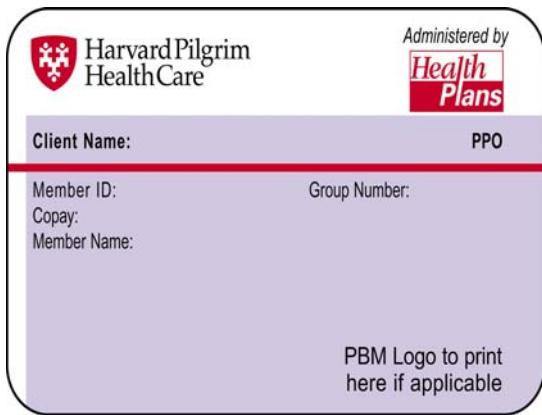
- Connecticut
- Massachusetts
- Maine
- New Hampshire
- New York
- Rhode Island
- Vermont

Quick Reference Guide

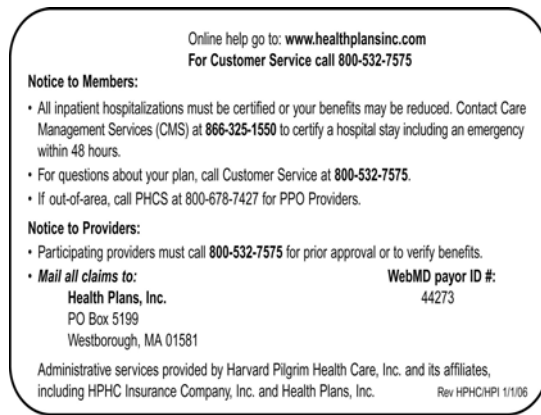
Provider Access	<ul style="list-style-type: none"> • Clinical Services • Eligibility & Benefit Information • Claims Customer Service 	Call HPI at (800) 532-7575
Pharmacy Program	Provider Customer Assistance	Please refer to Member ID card for pharmacy information
Member Access	Member Customer Service	Call HPI at (800) 532-7575
Hospital certification & concurrent review	Clinical Services (All hospitalizations require certification or benefits may be reduced)	Call Care Management Services (CMS) at (866) 325-1550
Send Claims To	Electronic Transmission	<u>Clearinghouses:</u> Web MD Payer ID#: 44273
	U.S. Mail	Health Plans, Inc P.O. Box 5199 Westborough, MA 01581
Clinical/ Outcome Documentation	Provider Assessment Report Youth/Life Status Questionnaire (ALERT)	PAR – <u>Not required</u> for HPI Members Y/LSQ (ALERT) – <u>Not required</u> for HPI Members

Co-Branded Member ID Cards

Sample HPI Identification Card:



(Front)



(Back)

Utilization Management Procedures

PBH providers will be responsible for compliance with the following Utilization Management process administered by HPI.

Inpatient Hospitalization	All subject to certification. Failure to certify could result in reduction of benefits.
Outpatient Services	Referral typically not required for outpatient services; however, if required, it will be listed on the Member's ID card.
Home Health	Call Care Management Services (CMS) at (866) 325-1550
Outpatient Laboratory Services	PBH prescribing providers do not need to coordinate with primary care physicians for laboratory services. PBH providers should refer members to preferred laboratories whenever possible. An updated list of preferred laboratories can be located in the PBH Network News distributed three times per year.
Medication	
Medication management visits	HPHC benefit plans do not count medication management visits against the member's outpatient visits. (CPT code: 90862 and HCPC code: M0064)
Injectable Medications	Providers utilizing injectable medication should contact HPI at (800) 532-7575 to obtain information on obtaining injectable medication directly.

Prescription Policies and Formularies

PBH Behavioral Health Benefit coverage for medications	PBH does not cover medications (except those administered during an inpatient admission). Please work with member to review the procedure for coverage of medications under their medical plan
Prescription Contact Information	Call HPI at (800) 532-7575
To Request the Outpatient Drug Formulary	Call HPI at (800) 532-7575
Prior Authorization for Select Medication	Call Care Management Services (CMS) at (866) 325-1550

Appeal & Provider Dispute Contacts

Initiate Appeal for Utilization Management (Authorization Denial) Decisions	
Members and Providers	Fax: (508) 754-9664
	Written: Health Plans, Inc. Appeal P.O. Box 5199 Westborough, MA 01581
Initiate Provider Dispute for Claims Payment/Administrative Denials	
Members and Providers	Phone: (800) 532-7575
	Fax: (508) 754-9664
	Written: Health Plans Inc. Appeal P.O. Box 5199 Westborough, MA 01581

Payor Information

Providers can contact HPI directly for specific questions on benefit plan or Member eligibility at (800) 532-7575.