

Harvard Pilgrim Health Care-Tufts Health Plan Combination Frequently Asked Questions (FAQs) for Providers

We are pleased to share that the combination of Harvard Pilgrim Health Care and Tufts Health Plan has received all regulatory approvals and officially closed as of January 1, 2021. We are excited for the future and confident that we'll be better able to keep high-quality health care accessible and affordable, while at the same time investing in programs and initiatives that enhance quality of care and the experience of our customers.

We look forward to working with you as we bring this vision to life. Just as Harvard Pilgrim Health Care and Tufts Health Plan were both individually known for working collaboratively with providers, so too will our combined organization collaborate with you on innovative approaches that deliver the best outcomes for our members while also maximizing the value of health care.

While we are now officially united under one organization, both our heritage brands and our heritage products will remain in the market for a period of time as we transition technologies and processes. The benefits, programs and services on which our members currently rely — and our interactions with our provider networks — remain the same. You should continue to do business with us in the same ways that you have in the past.

We value our provider partners and understand the importance of timely, clear communication. Rest assured that we will keep you well informed as transitions and operational changes are planned. With that in mind, we've prepared this FAQ to answer questions you may have. It will be updated as new information is available, so be sure to check back regularly.

Overview	
Does the organization have a new name?	Not yet. We will announce a name for the new organization in the coming months. Keep in mind, though, that our heritage brands — Harvard Pilgrim Health Care and Tufts Health Plan — will remain in the market.
Will heritage products continue to be offered?	Yes, while we are officially one organization, both our heritage brands and our heritage products will remain in the market for a period of time as we transition technologies and processes. The benefits, programs and services our members currently rely on will not change.
Will there be any immediate policy or procedural changes for providers?	No, there will not be any immediate changes to our products, policies, vendor partners, and processes. In addition, you'll continue to use the same resources — portals, websites, call center contacts, EDI solutions, etc.
Will the new organization continue to operate Foundations?	Yes, our combined organization is dedicated to corporate citizenship and our Foundations will proactively support the health and wellness of the diverse communities we have the privilege to serve.

Claims and Billing	
Are there any changes to how I bill for services?	No, you should continue to bill and submit claims as you have in the past, using the same online tools and mailing addresses, as applicable. All our resources and contacts remain the same (provider portals, websites, call centers, EDI solutions, fax, etc.). If you have questions, please refer to the appropriate provider website: Tufts Health Plan provider website or Harvard Pilgrim Health Care provider website .
Will there be any change to reimbursement or how claims are processed?	No, as a general rule there is no immediate change to how claims are processed and reimbursed. We are committed to ensuring that providers and all of our other stakeholders are well informed. As transitions are planned and poised to occur, we will share clear information in a timely way to ensure that you have the information you need to work with us effectively. The one exception is for Tufts Health Freedom Plan given the sale to UnitedHealthcare – please review the separate communications regarding the sale. (Document to be shared separately)
Medical Management	
Is there any change to existing operational, medical, and payment policies?	No, you will continue to follow existing policies for the applicable product, as outlined in each organization’s provider manuals and websites. For example, for a Harvard Pilgrim Health Care product continue to follow payment policies in Harvard Pilgrim’s Provider Manual, and for a Tufts Health Plan product continue to refer to Tufts Health Plan’s payment policies and provider manuals.
Is there any change in authorization, referral, utilization management or vendor programs?	<p>Currently there are no changes for authorizations or referrals. As referenced above, we will provide you with information well in advance of changes occurring. In the meantime, please continue to contact the appropriate heritage organization (Tufts Health Plan or Harvard Pilgrim).</p> <p>While there are no immediate changes, our new organization does expect to review our vendor programs, and we will proactively communicate any changes to providers in a timely way.</p>
Will your COVID-19 policies change?	Now that we are one organization, we will review and evaluate our policies related to the pandemic response. We will look for opportunities to align our policies and procedures, where appropriate, and will communicate those changes to providers in a timely way
When requesting an authorization, do I need to do anything differently?	No, you will continue to request authorizations as you do today. There is no change in the processes, forms, or contacts. For more information on requesting authorizations, please refer to the authorization section of Harvard Pilgrim’s provider website and commercial and Medicare Advantage Provider Manuals and the Tufts Health Plan’s provider manuals available in the

	Provider Resource Center.
What happens if a member is in the middle of services/inpatient stays as the organizations combine?	Members can have confidence knowing the combination will not affect continuity of care. Their plans and benefits are not changing, so member can continue to see all the same providers who are involved in their care, in accordance with their benefit plan.
Products	
Are you changing the names of your products?	Currently, no. We anticipate our heritage brands will remain in the market for a period of time. As we move forward, changes to products, services and policies will be communicated directly to you in a timely manner.
When will you issue new ID cards?	Currently, nothing changes for our members. The name of their current plan and their coverage remains the same, and their existing ID cards are still valid.
Can I call Tufts Health Plan with questions on products, member eligibility, etc. for Harvard Pilgrim, or vice versa?	No, you should continue to contact the appropriate heritage organization for information on their products and members.
Provider Networks/Contracting	
Are your networks going to merge now?	Our networks will come together over time; until then, they remain as is. Harvard Pilgrim Health Care and Tufts Health Plan have extensive networks supporting membership across New England. Both organizations are proud to partner with many of the same providers in each market. Going forward, we will continue to strengthen and integrate our networks to ensure membership has access to high-quality value-based care.
When do you plan to consolidate contracts?	Now that we have officially combined, we are excited about the work ahead in developing our network strategy. Both organizations have a long history of credible contracting relationships with providers, and we look forward to enhancing our partnerships and collaborating to bring added value to you and to our members. We will soon begin reviewing our separate contracts, renewal periods, policies, and procedures. If we expect any contractual changes, we will contact you directly.
Can I start seeing Tufts Health Plan/Harvard Pilgrim Health Care members even though I'm not in their network?	<p>Not currently. In order to do so, you would need to enroll in the applicable network.</p> <p>If you are not currently enrolled as a Harvard Pilgrim Health Care or Tufts Health Plan provider and would like to be, please visit our websites to learn how to join the network:</p> <ul style="list-style-type: none"> • Tufts Health Plan website • Harvard Pilgrim Health Care website

Whose provider contract will be honored now that you have combined?	Existing contract terms remain in place. Any future contract adjustment will be managed through our standard contracting processes, and you will be contacted directly.
What should I do if my contract is about to expire and is up for renewal?	You will continue to work with your contracting contacts at each organization as you normally would.
What is your national network strategy?	Now that we have officially combined our organizations, we can begin developing our network strategy, which includes a national reach.
Can I join either the Tufts Health Plan or Harvard Pilgrim Care specialty pharmacy network?	Due to existing contractual commitments, each heritage organization is maintaining its specialty pharmacy network as it currently exists. Now that we have officially combined, we will begin developing the network strategy for our new organization, including the specialty pharmacy network.
Will there be any changes to provider reporting?	There won't be any immediate changes to provider reporting. Going forward, we will be developing our data and analytics strategy to support our new organization and constituents.
Are Care Management programs changing?	There aren't any immediate changes to Care Management programs. We will share information with providers in a timely way as transitions are poised to occur.
Quality programs	
Will you be changing or consolidating your pay-for-performance quality programs?	Our heritage organizations have long-standing quality programs in place to support quality improvement, innovation, and the delivery of high-value, patient centered care. While there are no immediate changes to these heritage programs, our new organization will be evaluating these programs and will leverage their strengths as we develop a consolidated approach.
Do I need to do anything differently in terms of quality-related reporting (HEDIS, EMR, etc.)?	No, you should continue to conduct your provider reporting as you do today.
How will this change HEDIS for the upcoming medical record procurement season?	The heritage brands will continue to conduct their own annual chart procurement process, with HEDIS rates reported separately until we integrate our products; thus, they will remain distinct for 2021. Moving forward, we will examine our processes to find synergies, efficiencies, and opportunities for administrative simplification. We anticipate having a combined approach for providers for 2022.

<p>Are your 2020-2021 Quality Grants programs changing?</p>	<p>Our heritage Quality Grants programs remain in place for 2020 and 2021. Now that we are one organization, we will evaluate these programs and develop a consolidated approach in the future.</p>
<p>Behavioral Health</p>	
<p>What is your behavioral health strategy? Will you be carving it out as Harvard Pilgrim Health Care currently does?</p>	<p>We recognize the critical importance of behavioral health to the wellbeing of our members and how appropriate behavioral health care contributes to overall health of our members. Our new combined organization is committed to focusing on innovation and using data to continually improve access and the quality of care, and we are prioritizing the integration of medical and behavioral health care management. We are looking forward to discussing this in more detail in the coming months as we advance our planning for behavioral health with the provider community.</p>