

Neighborhood Health Plan

Doing Business with NHP

2018

Yesenia Fajardo
Provider Relations Manager

Neighborhood values
what you value.



Neighborhood
Health Plan™

A MEMBER OF **PARTNERS.**
HEALTHCARE

NHP Will Become AllWays Health Partners Beginning on 1/1/19



What to Expect?



- **What is changing?**
 - Employee and company email addresses
 - Member ID cards
 - Commercial ID number prefix (from “NHP” to “COM”)
 - Product names
 - **Complete** – Access to full network
 - **Choice** – Access to full network with hospital tiering
 - Provider portal and company web address



What to Expect?



- **What is not changing?**
 - Employee and company telephone numbers
 - Company addresses
 - Provider network
 - Provider portal functionality
 - Payer ID
 - Claims process and existing claims numbers (remember to bill with the new ID number)
 - Authorization process and existing authorization numbers
 - Payment policies and medical policies



allwayshealthpartners.org

allwaysSM
HEALTH PARTNERS

brokers employers members providers meet us

Welcome to
AllWays Health Partners
you in every waySM

Now there's a new option when it comes to health insurance. A new plan that keeps your needs at the center of everything we do.

HOW WE'RE DIFFERENT >



Sample Member ID Card (HMO)

The image shows a sample member ID card for AllWays Health Partners. The card has a white top section with the AllWays logo and a blue bottom section with member information. The member's name is John A Sample, ID number is 0000000000, and the plan type is HMO. The card also lists RXBIN, RXPCN, and RXGROUP numbers, along with cost-sharing information for PCP/Specialist, Preventive Services, and ER visits. The company name, AllWays Health Partners, Inc., is at the bottom.

allwayssm
HEALTH PARTNERS

John A Sample
0000000000

HMO

RXBIN: **000000** PCP/Specialist: **\$0/0**
RXPCN: **ADV** Preventive Services: **\$0**
RXGROUP: **RX0000** ER: **\$0**

AllWays Health Partners, Inc.


This section provides contact information for members and providers. It includes phone numbers for customer service, behavioral health services, and provider services, as well as website URLs for the secure member portal and claims information. A note advises calling the treating provider within 48 hours of an emergency visit. The footer includes the website allwaysmember.org, a disclaimer that the card does not guarantee coverage, and the ID number ID-51 (08/18).

MEMBERS
Customer Service: **1-866-414-5533** (TTY 711)
Optum Behavioral Health Services:
1-844-451-3518 (TTY 711)
Secure Member Portal: **allwaysmember.org**
for detailed plan and provider information
*Call your treating provider within 48 hours of an
emergency visit.*

PROVIDERS
Claims Info and Provider Manual:
allwaysprovider.org
Provider Services: **1-855-444-4647**
Behavioral Health: **1-844-451-3518**
Pharmacy: **1-800-421-2342**

allwaysmember.org This card does not guarantee coverage. ID-51 (08/18)

Sample Member ID Card (PPO)



John A Sample
0000000000

RXBIN: **000000**
RXPCN: **ADV**
RXGROUP: **RX0000**

PPO Plus

PCP/Specialist: **\$0/0**
Preventive Services: **\$0**
ER: **\$0**

AllWays Health Partners, Inc.

MEMBERS

Customer Service: **1-866-414-5533** (TTY 711)

Optum Behavioral Health Services:
1-844-451-3518 (TTY 711)

Secure Member Portal: **allwaysmember.org**
for detailed plan and provider information

Out-of-network services may require a Prior
Authorization.

*Call your treating provider within 48 hours of an
emergency visit.*

allwaysmember.org

PROVIDERS



Claims Info and Provider Manual:
allwaysprovider.org

Provider Services: **1-855-444-4647**

Behavioral Health: **1-844-451-3518**

Pharmacy: **1-800-421-2342**

Submit paper medical claims to:
P.O. Box 852099
Richardson, TX 75085-2099

Submit paper behavioral health claims to:
P.O. Box 30757
Salt Lake City, UT 84130-0757

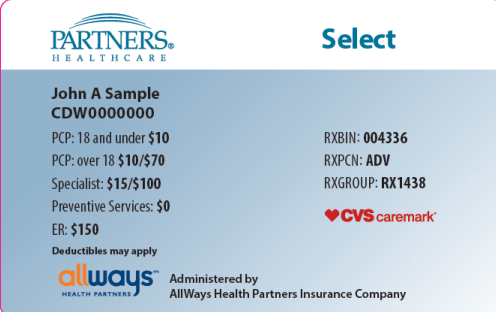
This card does not guarantee coverage.

ID-57 (08/18)



Partners HealthCare Selects AllWays Health Partners on 1/1/19

- Over 100,000 PHS employees and covered dependents will switch to AllWays Health Partners
- PHS offers a PPO and EPO plan option
 - PCPs not required
 - Referrals not required
- PHS Plan member ID number will have a unique prefix: “CDW”
- PHS Plan members will have a unique member ID card. Look for the PHS and AllWays Health Partners logos on the front of the card



PARTNERS
HEALTHCARE

Select

John A Sample
CDW0000000

PCP: 18 and under \$10
PCP: over 18 \$10/\$70
Specialist: \$15/\$100
Preventive Services: \$0
ER: \$150
Deductibles may apply

RXBIN: 004336
RXPCN: ADV
RXGROUP: RX1438
♥CVS caremark

allways
HEALTH PARTNERS

Administered by
AllWays Health Partners Insurance Company



PARTNERS
HEALTHCARE

Plus PPO

John A Sample
CDW0000000

PCP: \$10/\$45
Specialist: \$15/\$70
Preventive Services: \$0
ER: \$150
Deductibles may apply

RXBIN: 004336
RXPCN: ADV
RXGROUP: RX1438
♥CVS caremark

allways
HEALTH PARTNERS

Administered by
AllWays Health Partners Insurance Company



General Overview

More and More Members Are Choosing NHP!

Today

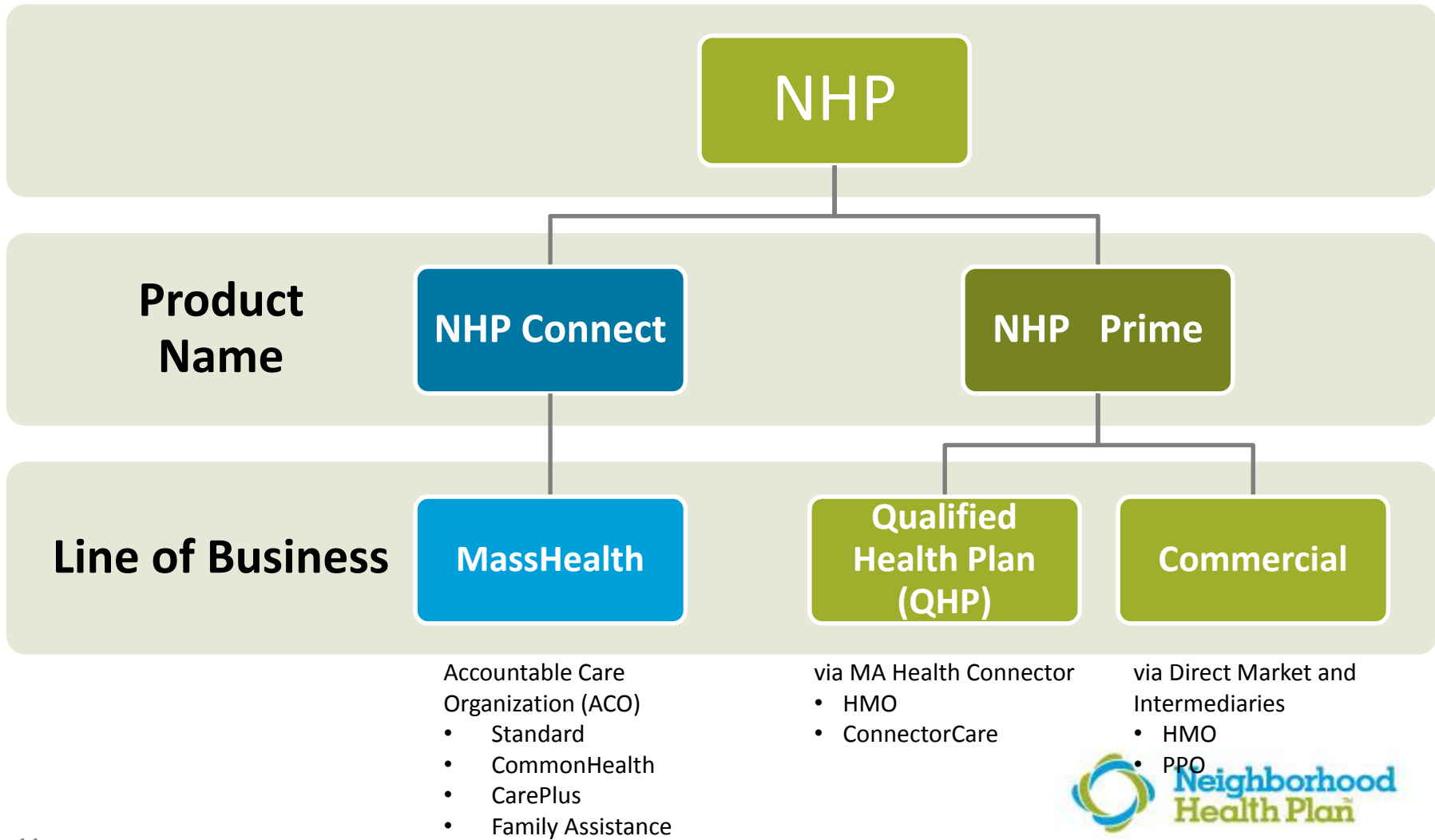
108K+ commercial
members

2019

We are on track to
exceed 200K
members

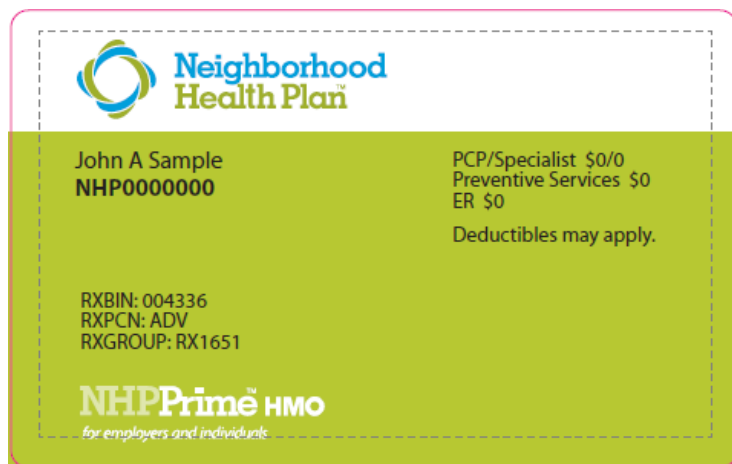


NHP Products

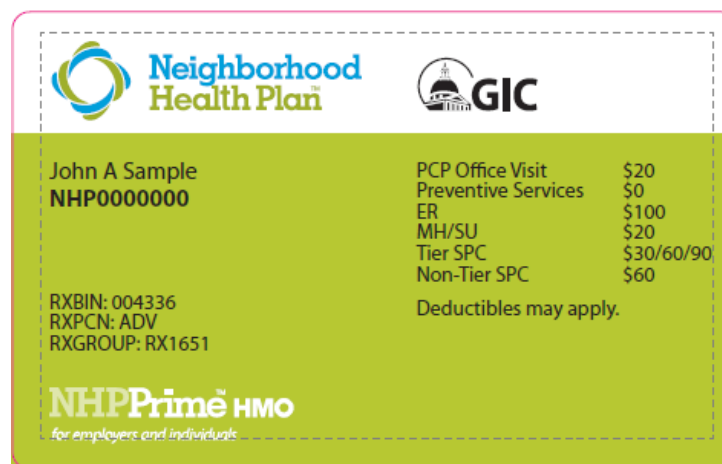


Commercial HMO ID Card

Commercial HMO



Commercial HMO (GIC)



- Commercial plans have the NHP Prime label
- GIC plans have the logo in the upper right hand corner



Back of Member ID Card

- Includes:
 - Unique Customer Service phone number
 - Vendor Contact information

MEMBERS

- For health plan questions, visit mynhp.org or call NHP Customer Service at **1-866-414-5533** (TTY 711).
- Please call your treating provider within 48 hours of an emergency visit.
- For behavioral health (mental health and/or substance use) services, call Beacon Health Options at **1-800-414-2820** (TTY 711).
- For pediatric dental questions, call **1-855-264-7898**.

PROVIDERS

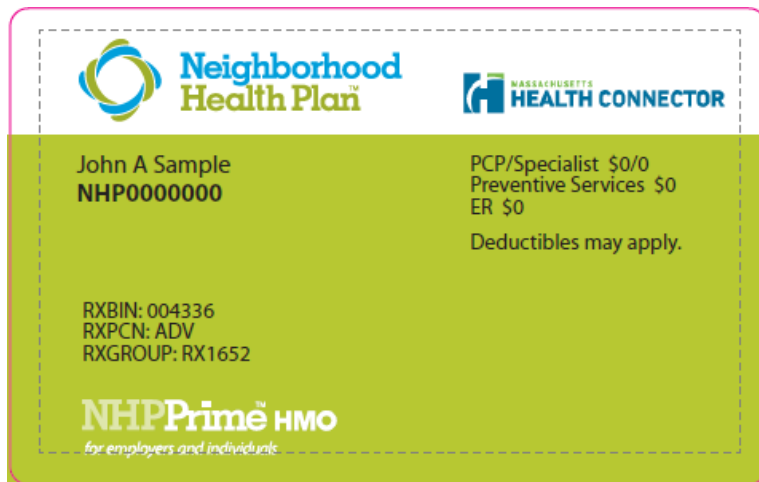
- For medical referrals and authorizations, visit nhpnet.nhp.org or call NHP Provider Services at **1-855-444-4647**.
- For behavioral health referrals and authorizations, consult Beacon's provider manual at nhp.org or call Beacon Health Options at **1-800-414-2820**.
- For pharmacy questions, call **1-800-421-2342**.

This card does not guarantee coverage.

mynhp.org NHP-90 (09/15)

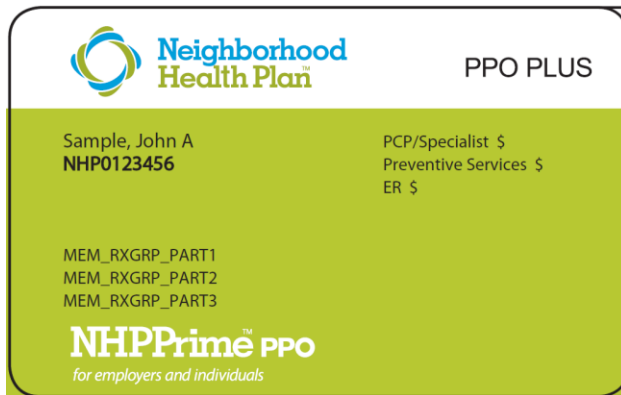


Health Connector ID Card



- Health Connector logo is located at the upper right corner
- ConnectorCare plans will be labelled

PPO Plus



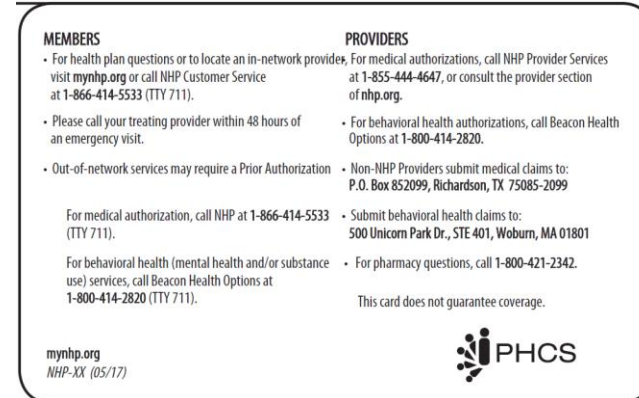
Neighborhood Health Plan™ PPO PLUS

Sample, John A
NHP0123456

PCP/Specialist \$
Preventive Services \$
ER \$

MEM_RXGRP_PART1
MEM_RXGRP_PART2
MEM_RXGRP_PART3

NHPrime™ PPO
for employers and individuals



MEMBERS

- For health plan questions or to locate an in-network provider, visit mynhp.org or call NHP Customer Service at 1-866-414-5533 (TTY 711).
- Please call your treating provider within 48 hours of an emergency visit.
- Out-of-network services may require a Prior Authorization

For medical authorization, call NHP at 1-866-414-5533 (TTY 711).


For behavioral health (mental health and/or substance use) services, call Beacon Health Options at 1-800-414-2820 (TTY 711).

PROVIDERS

- For medical authorizations, call NHP Provider Services at 1-855-444-4647, or consult the provider section of nhp.org.
- For behavioral health authorizations, call Beacon Health Options at 1-800-414-2820.
- Non-NHP Providers submit medical claims to: P.O. Box 852099, Richardson, TX 75085-2099
- Submit behavioral health claims to: 500 Unicorn Park Dr., STE 401, Woburn, MA 01801
- For pharmacy questions, call 1-800-421-2342.

This card does not guarantee coverage.



mynhp.org
NHP-XX (05/17)



- Sold alongside our HMO products
- NHP providers contracted for PPO Plus for available for in-network coverage. Outside NHP's service area, MultiPlan's PHCS Healthy Directions providers are available for in-network coverage.
- Members have the option to go to out-of-network for a higher cost share
- You can check eligibility and submit authorization/claims as you would with HMO
- PCPs and Referrals are not required



MassHealth ACO



John A Sample
NHP0000000
MassHealth #

PCP/Specialist \$0/0
Preventive Services \$0
ER \$0

RXBIN: 004336
RXPCN: ADV
RXGROUP: RX1653

Care and coverage through MassHealth by the Greater Lawrence Family Health Center, Lawrence General Hospital, and Neighborhood Health Plan

MEMBERS

- For health plan questions, visit **mycarefamily.org** or call NHP Customer Service at **1-800-462-5449** (TTY 711).
- Please call your treating provider within 48 hours of an emergency visit.
- For behavioral health (mental health and/or substance use) services, call Beacon Health Options at **1-800-414-2820** (TTY 711).

PROVIDERS

- For medical referrals and authorizations, visit **nhpnet.org** or call NHP Provider Services at **1-855-444-4647**.
- For behavioral health referrals and authorizations, consult Beacon's provider manual at **nhp.org** or call Beacon Health Options at **1-800-414-2820**.
- For pharmacy questions, call **1-800-421-2342**.

This card does not guarantee coverage.

mycarefamily.org *NHP-90 (09/15)*

- Greater Lawrence Family Health Center, Lawrence General Hospital, and Neighborhood Health Plan have been awarded an ACO designation and will be known as **My Care Family**
- NHP MassHealth ACO ID card's have the My Care Family logo
- **Referrals are required for members to see providers outside the My Care Family network**



Provider Resources



Provider eNewsletter



January 2014
nhp.org/provider

Provider News

In this issue:

- Introducing The New NHP Provider e-Newsletter
- Transition of Care
- Commonwealth Care Extension
- Section 1202 - PCP Rate Increase
- You Are Invited: MetroWest Regional Provider Meeting
- Sleep Management Solutions Portal
- Access 90 and Mail Order Programs
- New Standard Provider Information Change Form
- Prior Authorization, Notification, and Referral Guidelines
- Electronic Funds Transfer and Electronic Remittance Advice
- Clinical Coverage Updates
- Lifting the Referral Requirement for Routine Vision
- Provider Manual Update
- GIC Tiering
- Healthwise: Coronary Artery Disease

Introducing The New NHP Provider e-Newsletter Update

We've simplified the look and feel of our Provider e-Newsletter. With this clean and simple format, you can easily read through the updates that are important to you and your organization.

Click on the hyperlinks listed in the table of contents at the top to quickly go to the selected article.

We hope you enjoy the new format and we welcome your feedback (Feedback@nhp.org).



The monthly e-Newsletter is the primary way to receive the latest news and updates from NHP, including topics related to:

- NHP Products
- Health Care Reform
- Provider Technology
- Payment Policy
- Clinical Coverage
- Authorization & Referrals

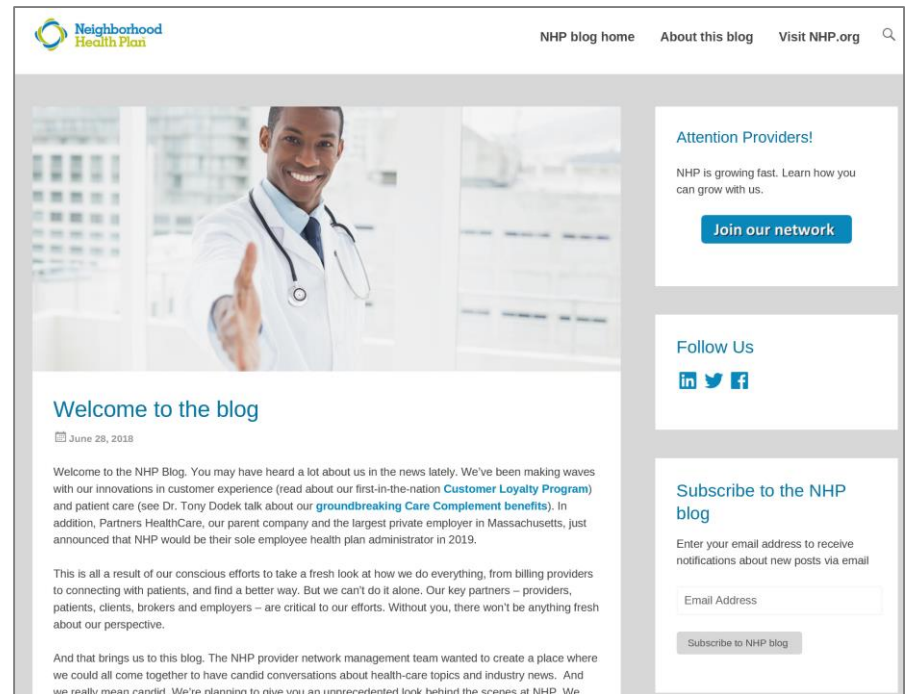
Sign Up Today on NHP.org/provider

Under the **News and Update** tab, click on **Provider Newsletter**. A sign up button is located on the left side of the page.



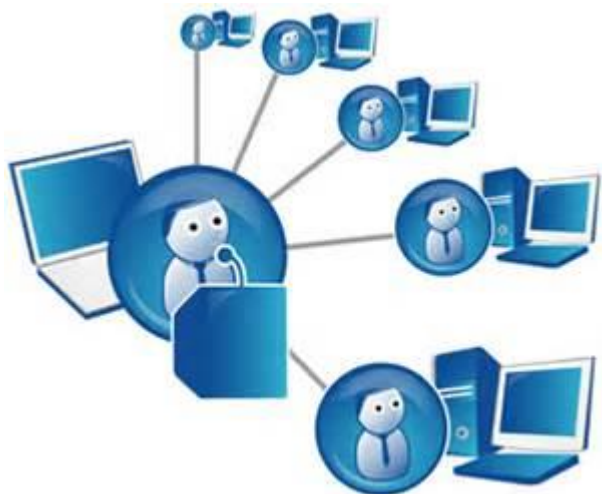
Provider Blog

- NHP recently launched a new Provider Blog to share our take on important healthcare and health insurance topics
- Join today at: www.nhp-blog.org



The screenshot shows the Neighborhood Health Plan (NHP) Provider Blog homepage. At the top left is the NHP logo. To the right are navigation links: "NHP blog home", "About this blog", and "Visit NHP.org" with a search icon. The main content area features a large image of a smiling male doctor in a white coat with a stethoscope, pointing towards the camera. Below the image is the heading "Welcome to the blog" with a date of "June 28, 2018". The text below reads: "Welcome to the NHP Blog. You may have heard a lot about us in the news lately. We've been making waves with our innovations in customer experience (read about our first-in-the-nation **Customer Loyalty Program**) and patient care (see Dr. Tony Dodek talk about our **groundbreaking Care Complement benefits**). In addition, Partners HealthCare, our parent company and the largest private employer in Massachusetts, just announced that NHP would be their sole employee health plan administrator in 2019. This is all a result of our conscious efforts to take a fresh look at how we do everything, from billing providers to connecting with patients, and find a better way. But we can't do it alone. Our key partners – providers, patients, clients, brokers and employers – are critical to our efforts. Without you, there won't be anything fresh about our perspective. And that brings us to this blog. The NHP provider network management team wanted to create a place where we could all come together to have candid conversations about health-care topics and industry news. And we really mean candid. We're planning to give you an unprecedented look behind the scenes at NHP. We". To the right of the main content are three sidebar sections: "Attention Providers!" with a "Join our network" button, "Follow Us" with social media icons for LinkedIn, Twitter, and Facebook, and "Subscribe to the NHP blog" with an email address input field and a "Subscribe to NHP blog" button.

Network Trainings and Webinars



- NHP regularly offers webinar trainings to educate the network on updates
- Webinar included topics such as authorization updates and new provider technology demos
- We hope that your staff can join an upcoming training (future trainings will be announced in the newsletter and NHPNet)

Secure Provider Portal

Your Primary Resource for Member, Claims, and Provider Management

The screenshot displays the NHPNet Secure Provider Portal dashboard. At the top, there is a navigation bar with the following menu items: NHPNet Home, E-Business, Dashboards, Reports, User Administration, PNM Administration, and Resources.

The main content area is divided into several sections:

- News & Announcements:** Features a calendar icon and a title "NHP System Updates 9/26 through 9/29". The text below states: "09/23/2013 8:53:21 AM NHP is implementing an internal system upgrade Thursday evening, and will be completed Sunday September 29th. Click Here to read more!".
- Claim Status:** Includes a document icon and a title "Claim Status". It contains a message: "Please note that NHPNet will only display data for claims on which the currently selected site is listed as the pay to entity." Below this is a search field labeled "View by Claim Number:" with a "Go" button and a link to "View additional search options."
- Authorizations (Auth) & Referrals (Ref):** Features a document icon and a title "Authorizations (Auth) & Referrals (Ref)". It includes a section "View status/submit documentation:" with a "Lookup By:" dropdown menu set to "Member ID", a "Member ID:" input field, and a "Go" button. A note below says: "To view all authorization/referrals for your site click here."
- Key Indicators:** Contains a bar chart icon and a title "Key Indicators". It lists "Quality Measures" for the period "9/1/2012 - 8/31/2013" under the heading "HEDIS Measures":

Breast Cancer Screening	0.0%
DM HbA1C Testing	0.0%
Asthma Management	0.0%

 Below this is "Members Needing Screening / Testing":

Breast Cancer Screening	0
DM HbA1C Testing	0
Asthma Management	0
- Explanation of Payment:** Includes a document icon and a title "Explanation of Payment". The text states: "EOPs prior to 9/17/2008 are not available for download. Please contact NHP for Historical Explanation of Payment data." Below is a note: "NHP issues EOPs on Wednesdays." and a search field labeled "Check Date" with a "Go" button.
- Primary Care Provider Changes:** Features a person icon and a title "Primary Care Provider Changes". It contains a message: "Please select the member information criteria to initiate your search:" followed by "Last Name, First Name (partial names ok)" and "NHP ID (exact match)". Below is a search field labeled "Member Information:" with a "Go" button.
- NHP Eligibility:** Includes a document icon and a title "NHP Eligibility". It has a "Lookup Member By:" dropdown menu set to "Member ID", a "Member ID:" input field, and a "Go" button.
- Patient Utilization:** Contains a bar chart icon and a title "Patient Utilization". It shows data for two periods:

8/1/2013 - 8/31/2013	
ER Visit Count	0
Generic Drug Dispense Rate	0.0%
8/24/2013 - 9/23/2013	
Inpatient Admissions	0
- EDI Claims (837) Submission:** Features a document icon and a title "EDI Claims (837) Submission". It shows data for "9/22/2013" under the heading "Electronic Submissions":

Submitted	0
Reject %	0.0%



Provider Portal Capabilities

Member Management

- Check Eligibility
- Change PCP
- Member Roster Report
- Member Transaction Report
- Membership Redetermination Report

Provider Management

- Request Authorizations and Referrals
- Site Provider Roster Report
- Provider Documents
- Clinical Reports
- User Administration
- Site Authorization and Referral Report

Claims Management

- Check Claim Status
- Claim Status Reports
- View Explanation of Payment
- Register for Electronic Funds Transfer, Electronic Remittance Advice, Explanation of Payment Suppression

nhpnet.org

Refer to the User Manual for specific functionality instructions



NHPNet – Register Today

nhpnet.org



Welcome to NHPNet



Username

Password

[Forgot Password?](#)

By logging into any of NHP's online services, you agree to the Terms and Conditions of Use

Login

Registration & Security

If you encounter any issues or need assistance while using NHPNet, please contact NHP's Provider Relations department at prweb@nhp.org.

At NHP, we treat your personal information with the utmost respect. When you register to use NHPNet, you can be sure that we will take great care in protecting your privacy.

Need an Account?

If you meet the appropriate criteria and have read the instructions you may sign up for an account.

[Register for an Account](#)

Reference Materials

Please reference these items if you have questions or contact NHP Customer Support at 123-456-7890.

[Registration Instructions](#)

[Terms and Conditions of Use](#)

[NHP User Agreement](#)

[About BSL Certificates](#)

[NHP User Guide](#)

Registration Requirements:

- Provider/Group Name
- Federal Tax ID
- Choose your own Login ID & Password

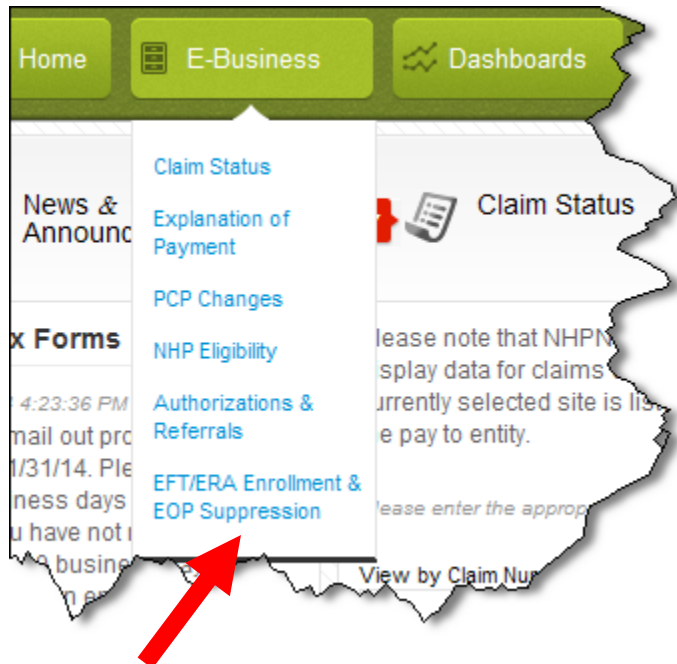
Access Requirements:

- User Administrator



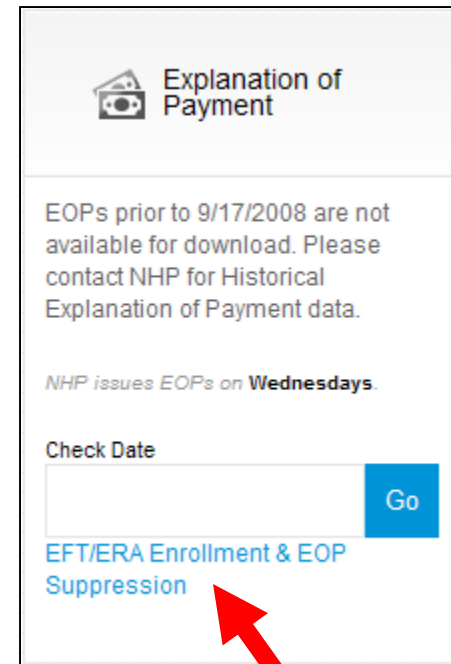
Register for EFT and ERA

You can access the **Electronic Funds Transfer and Electronic Remittance Advice** registration form on NHPNet by clicking on one of the available links from the homepage



Within the E-Business Tab

-Or-



In the Explanation of Payment Box

NHP.org

Neighborhood Health Plan

Provider Login | Contact Us Search this site...

Home Doing Business with NHP Tools & Resources News & Updates Clinical Resources Pharmacy

All the tools to keep your practice in good health.

At nhp.org and our provider portal, NHPNet, you'll easily find all the e-business tools and resources you need to smoothly conduct business and take the best care of your patients, every day.

Learn More

Provider Login

Log in to NHPNet to access the e-business tools and reference materials you use every day.

Login

Staying Connected

Features

Provider Updates

Our News & Updates section provides you access to Network notifications, provider Newsletters, and alerts on upcoming important changes that may impact your practice.

Form Center

All the forms a provider might need, all on one page. NHP's Form Center gives access to the most frequently used forms, including those for prior authorization, pharmacy, claim review, audit appeal, PCP site change, grievances, more.

Drug Lookup Tool

Our Drug Lookup Tool allows members to see if a drug is covered under their plan. They can also find important information about limitations or exclusions if they apply, medication tier placement, decisions re: new medication coverage, more.

Payment Guidelines

Our Provider Payment Guidelines make it easy to know everything there is to know, including procedure codes (and their descriptors), prerequisites, limitations, exceptions, member cost-sharing, What NHP reimburses and does not, definitions, more.

News & Updates Form Center Drug Lookup Tool See Guidelines

Provider Newsletter

Provider E-Newsletters

October 2013
September 2013
August 2013
July 2013

Clinician Quarterly

Summer 2013
Spring 2013

Healthy Living

October is Breast Cancer Awareness Month. Preventive screenings are key to early detection, and are included at no cost to members with every NHP plan.

Help members quit smoking. Our Smoking Cessation Program offers members a specialist as well benefits to help them fight cravings and quit for good.

News & Updates

09/27/13 NHP Approved to Provide New MassHealth "CarePlus"

09/12/13 NHP Receives Certification as a Qualified Health Plan and Approval for ConnectorCare

04/09/13 NHP Expands Coverage to Plymouth County

NHP.org is our public site that includes resources for all our customers and partners.

Providers can find information on:

- News and Updates
- Provider Directory
- Provider Manual
- Payment Policy Guidelines
- Community Resources (SMART Neighbor)
- NHP Newsletters
- Covered Medications
- Forms & Applications
- Links to vendor websites
- Authorization Grid

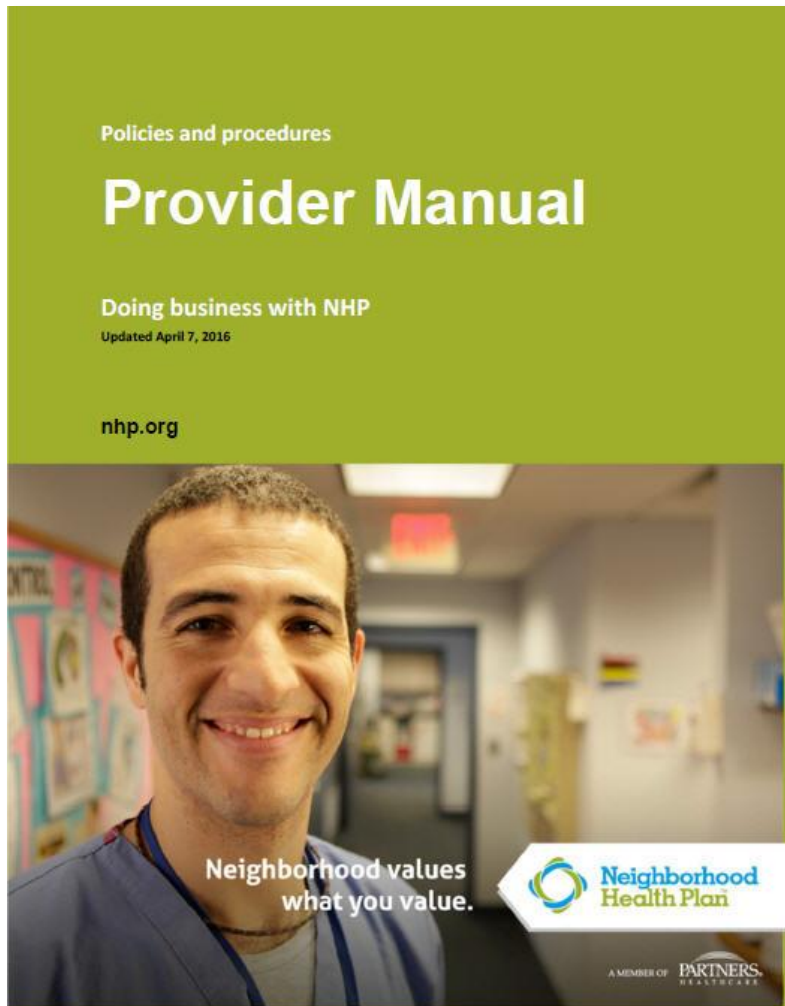


Provider Manual

The Provider Manual is a guide for providers to do business with NHP efficiently and effectively, and a resource for how to interact with NHP members.

Topics include:

- Member Processes
- Member Plan Information
- Benefit Coverage Information
- Provider Management
- Provider Portal
- Quality Management Programs
- Clinical Programs
- Utilization Management
- Billing Guidelines
- Pharmacy
- Appeals and Grievances



NHP Vendor Partners

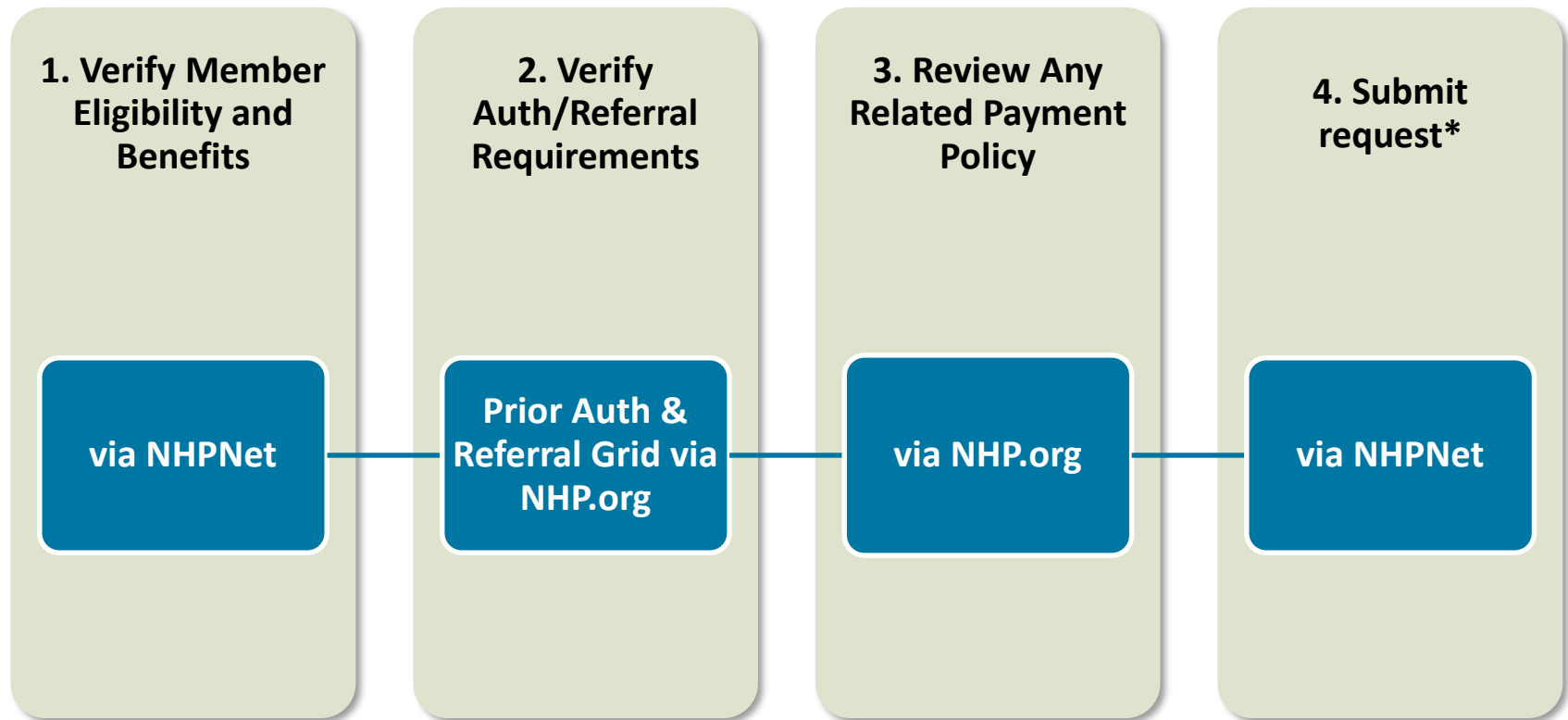
Service	Vendor	Contact Info
Behavioral Health	Optum will be our BH partner beginning 1/1/19	
Preventative Dental Care	Delta Dental	Phone: 800-207-8214 deltadentalma.com
Electronic Funds Transfer	Change Healthcare	Phone: 877-389-1160 Email: WCO.Provider.Registration@changehealthcare.com
Select Cardiac Imaging, Select Molecular & Genomic Testing, Radiation Therapy, High-Tech Radiology	eviCore Healthcare	Phone: 888-693-3211 Fax: 888-693-3210 evicore.com
Sleep Studies	Sleep Management Solutions	Phone: 866-827-5861 Fax: 866-626-9338 sleepmanagementsolutions.com
Specialty UM Reviews	Medical Review Institute of America	Phone: 800-654-2422
Pediatric Vision	EyeMed	Phone: 888-581-3648

Contacting NHP



Processes and Programs

Authorizations and Referrals



*Out-of-network requests must be faxed to NHP

Prior Authorization & Referral Grid



Prior Authorization, Notification and Referral Guidelines

The chart below is an overview of customary services that require prior authorization, notification for all Plans (MassHealth, Commonwealth Care and Commercial)

This Chart is not intended to be a statement on benefit coverage for all Products offered under a Plan type. Some Products in a Plan type may not cover a service included in this chart or may have restricted coverage. Limited benefit information has been included when this information is necessary to support a prior authorization, notification or referral requirement. Prior to scheduling a service, providers should check member eligibility, and evidence of coverage for the member's Product/Plan.

Service	Referral*	Prior Authorization Required	Notification	Comments
Ambulatory Surgical Procedure		*Yes		<p>*Not all Ambulatory Surgical Procedures require prior authorization. Please refer to the Surgical Day Care (SDC) Fact Sheet https://www.nhp.org/provider/Documents/SDCFactSheet.pdf</p> <p>Prior authorization must be obtained at least five (5) business days prior to an elective procedure date and may take up to 14 calendar days to complete.</p> <p>Ambulatory Surgical Services include up to 8 hours of observation/recovery services. A separate notification/authorization number for the observation/recovery services up to the initial 8 hours is not required. When the observation/recovery services exceed the initial 8 hours, a separate and new notification/authorization is required.</p> <p>When the observation/recovery services exceed the 8 hour period, a separate</p>

The latest version can be found on [nhp.org/provider](https://www.nhp.org/provider)



Verifying Benefits and Costshare

- Each group/member may have unique benefit and member costshare designs
- Remember to always verify benefits and costshare information
- Contact Provider Services for questions

eviCore Healthcare



- NHP partners with eviCore Healthcare for the following programs:
 - Selected Cardiac Imaging & Diagnostic Services
 - Selected Molecular & Genetic Testing
 - Radiation Therapy
- Submit requests through eviCore’s portal at www.evicore.com

A screenshot of the eviCore Healthcare provider login portal. The page features the eviCore healthcare logo at the top left, a navigation menu with links for HOME, ABOUT, APPROACH, SOLUTIONS, RESOURCES, MEDIA, CAREERS, and CONTACT, and a search bar. The main heading reads "Providers Delivering Medical Solutions That Benefit Everyone." Below this is a login form with fields for "User ID" and "Password", a "Remember User ID" checkbox, and a "LOGIN" button. A small red error message is visible below the password field, and a "Forgot Username Password? Register" link is at the bottom. The footer includes a compatibility notice for Internet Explorer, Mozilla Firefox, and Google Chrome.

Provider Payment Guidelines

Find a Payment Guideline from our alphabetical list:

- Allergy Testing and Allergy Immunotherapy
- Ambulance Transportation – Ground
- Ambulatory Surgical Center
- Anesthesia Services
- Bariatric Surgery
- (Standard) Blood Products and Services
- Chiropractic Care
- Coding
- Colorectal Cancer Screening – Colonoscopy
- Dermatology
- Early Intervention Behavioral Analysis
- Enteral Formulae Parenteral Nutritional Solutions
- Evaluation and Management (E/M) Services | Evaluation and Management (E/M) Services (Effective 8/1/2013)
- Hearing Aids (Effective 1/1/2013)
- Home Health Care Agency
- Home Infusion Including Enteral Nutrition
- Hospice
- Imaging Services | Imaging Services (Effective 1/1/2013)
- Laboratory and Pathology Services

The latest version can be found on nhp.org/provider



Optum Selected as BH Partner Starting on 1/1/2019

- Starting in January 2019, Optum has been selected as our BH partner
- Optum will serve AllWays Health Partners Commercial and MassHealth members
- Optum has the largest behavioral health network in the U.S.
- We are dedicated to ensuring a smooth transition



Pharmacy Program

Pharmacy Benefit Manager: CVS/caremark

- Comprehensive over the counter (OTC) benefit
- Access 90
- Mail order (available only to Commercial members)
- Specialty Pharmacy program for certain injection & chemotherapy drugs
- NHP's Drug Lookup Webpage provides important pharmacy information to help you manage NHP's **FlexRx** pharmacy plans

Requesting Rx Prior Authorization

- 1) Complete an authorization request form: <https://www.nhp.org/provider/pharmacy/Pages/Prior-Authorization.aspx>
- 2) Contact CVS/caremark:

Non-Specialty Drugs

- Main Phone: 844-294-0395
- MassHealth
 - Phone: 877-433-7643
 - Fax: 866-255-7569
- Commercial
 - Phone: 800-294-5979
 - Fax: 888-836-0730
- Qualified Health Plan (QHP)
 - Phone: 855-582-2022
 - Fax: 855-245-2134

Specialty Drugs

- Phone: 866-814-5506
- Fax: 866-249-6155



Medical Specialty Drugs

- Certain medical specialty drugs require prior authorization through CVS/caremark
- Visit the “Medical Specialty Drug” page for a full list

The screenshot displays the Neighborhood Health Plan website. At the top, there is a navigation bar with links for Welcome, Member, Provider, Broker, Employer, Find a Doctor, and a language selection dropdown. Below this is the Neighborhood Health Plan logo and a search bar. A secondary navigation bar includes Home, Doing Business with NHP, Tools & Resources, News & Updates, Clinical Resources, and Pharmacy. A large banner for "Medical specialty drugs prior authorization (PA) update" is visible. A dropdown menu is open under "Clinical Resources", with a red arrow pointing to the "Medical Specialty Drugs" option. The breadcrumb trail at the bottom reads "Home > Provider > Clinical Resources > Medical Specialty Drugs". The Neighborhood Health Plan logo is also present in the bottom right corner.

Supporting Our Members

- We provide members with various support options including:
- Understanding cost share
- Plan and benefit education opportunities
- Access to support tools and resources via our member portal

A Guide to Your Health Care Costs

Neighborhood Health Plan
Your health. Our promise.

NHP has a plan to fit every lifestyle – and budget. Our cost-sharing plans offer you a lot of flexibility. As an NHP member, you'll have access to our top doctors and valuable benefits. On a cost-sharing plan, you'll also have more control over your total out-of-pocket expenses.

To get the most value from your cost-sharing plan, it's important for you to understand your potential costs throughout the year in addition to the premiums you may be paying to your employer or directly to NHP.

Copayments (Copays)
A set amount that you must pay to a provider when you receive care. Copay amounts for some services are listed on the front of your NHP ID card. For additional costs-sharing amounts, please refer to your schedule of benefits.

\$350
Deductible
The out-of-pocket amount that you must pay to providers each policy year before NHP begins to contribute to the costs of certain covered services.

20% / 80%
Coinsurance
Coinsurance is the percent you are responsible for paying to providers for certain covered services usually after you have reached your deductible. NHP is responsible for paying the remaining percentage of those services.

\$0 / \$1,000
Out-of-pocket Maximum
This is the most you will pay each plan year before NHP begins to pay 100% for certain covered services. Not all payments you make apply to your out-of-pocket maximum. Different plans have different policies regarding out-of-pocket maximums.

NHP has many different cost-sharing plans. Refer to your Schedule of Benefits for details about your plan.

LET'S TAKE A LOOK INSIDE
to see how a sample cost-sharing plan works for Neighborhood Health Plan Member Mia.



Claims Submissions

Submission Type	Filing Limit	Submit To:
Paper Claim	90 days from DOS	P.O. Box 853908 Richardson, TX 75085-3908
Electronic Claim (no attachments)	90 days from DOS	Payer ID: 04293
Level 1 Appeal (Universal Claims Appeal Form accepted)	90 days from EOP date	399 Revolution Drive, Suite 940 Somerville, MA 02145 Attn: Appeals
Level 2 Appeal (requires additional supporting documentation not submitted in the Level 1 appeal)	60 days from Level 1 denial date	399 Revolution Drive, Suite 940 Somerville, MA 02145 Attn: Appeals

On average, NHP pays clean commercial claims within 14 days



Thank you

