

# Eligibility Resource Guide

| Plans and Products                                          | Plan-Specific Tools <sub>1</sub>                                                                                                                                                                                 | NEHEN / NEHENNet/<br>NEHEN Express <sub>2</sub> | Emdeon Office <sub>3</sub>     | Interactive Voice<br>Response (IVR) <sub>4</sub> | Provider Service Center:<br>Phone/Fax/Email <sub>5</sub>                                               |
|-------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|--------------------------------|--------------------------------------------------|--------------------------------------------------------------------------------------------------------|
| <b>Blue Cross Blue Shield MA</b>                            |                                                                                                                                                                                                                  |                                                 |                                |                                                  |                                                                                                        |
| Medical products                                            | Log on to BlueLinks for Providers at <a href="http://www.bluecrossma.com/provider">www.bluecrossma.com/provider</a> and go to: Technology Tools>Go to Online Services                                            | Available                                       | Available                      | 800-443-6657                                     | Not Available                                                                                          |
| Dental Blue                                                 | Log on to BlueLinks for Providers at <a href="http://www.bluecrossma.com/provider">www.bluecrossma.com/provider</a> and go to: Technology Tools>Go to Emdeon DPS                                                 | Not Available                                   | Dental-specific Emdeon product | 800-443-6657                                     | 📧 <a href="mailto:dentalblue@bcbsma.com">dentalblue@bcbsma.com</a><br>📞 617-246-9531<br>📠 800-882-1178 |
| Federal Dental Blue or Service Benefit Plan Standard Option | Log on to BlueLinks for Providers at <a href="http://www.bluecrossma.com/provider">www.bluecrossma.com/provider</a> and go to: Technology Tools>Go to Emdeon DPS                                                 | Not Available                                   | Dental-specific Emdeon product | 800-443-6657                                     | 📧 <a href="mailto:dentalblue@bcbsma.com">dentalblue@bcbsma.com</a><br>📞 617-246-9531<br>📠 800-882-1156 |
| <b>Boston Medical Center HealthNet Plan</b>                 |                                                                                                                                                                                                                  |                                                 |                                |                                                  |                                                                                                        |
| All products                                                | Available via: <a href="https://portals.bmchp.org/pages/providers/provider_home.aspx">https://portals.bmchp.org/pages/providers/provider_home.aspx</a> and go to: Provider eServices and then Member eligibility | Available                                       | Not Available                  | 888-566-0008                                     | 📞 888-566-0008                                                                                         |
| <b>CIGNA</b>                                                |                                                                                                                                                                                                                  |                                                 |                                |                                                  |                                                                                                        |
| Medical and Dental                                          | Log in to the CIGNA for Health Care Professionals website at: <a href="http://www.cignaforhcp.com">www.cignaforhcp.com</a>                                                                                       | Not Available                                   | Available                      | 800-88CIGNA (800-882-4462)                       | 📞 800-88CIGNA (800-882-4462)                                                                           |
| Great West-CIGNA Medical, Dental and Behavioral             | Log in to the Secured Provider Portal at: <a href="http://www.greatwesthealthcare.com/providers">www.greatwesthealthcare.com/providers</a>                                                                       | Not Available                                   | Available                      | 800-663-8081                                     | 📞 800-663-8081                                                                                         |
| CIGNA Health Solutions (CIGNA Behavioral Health)            | Log in to the CIGNA Health Solutions website at: <a href="http://apps.cignabehavioral.com/web/basicsite/provider/provider.jsp">http://apps.cignabehavioral.com/web/basicsite/provider/provider.jsp</a>           | Not Available                                   | Available                      | 800-274-7603                                     | 📞 800-274-7603                                                                                         |

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| Plans and Products                                                          | Plan-Specific Tools <sub>1</sub>                                                                                                                                                                                                                                                                                                                                                                       | NEHEN / NEHENNet/<br>NEHEN Express <sub>2</sub> | Emdeon Office <sub>3</sub> | Interactive Voice<br>Response (IVR) <sub>4</sub> | Provider Service Center:<br>Phone/Fax/Email <sub>5</sub>                                                               |
|-----------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|----------------------------|--------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|
| <b>Fallon Community Health Plan</b>                                         |                                                                                                                                                                                                                                                                                                                                                                                                        |                                                 |                            |                                                  |                                                                                                                        |
| All products                                                                | For direct access:<br><a href="https://www.fchp.org/Providertools/Login/Login.aspx?ReturnUrl=/providertools/Eligibility/index.aspx">https://www.fchp.org/Providertools/Login/Login.aspx?ReturnUrl=/providertools/Eligibility/index.aspx</a><br><br>For information:<br><a href="http://www.fchp.org">www.fchp.org</a>                                                                                  | Not Available                                   | Available                  | Not Available                                    | ☎ 866-275-3247, Prompt #2                                                                                              |
| <b>Harvard Pilgrim HealthCare</b>                                           |                                                                                                                                                                                                                                                                                                                                                                                                        |                                                 |                            |                                                  |                                                                                                                        |
| HMO, POS, PPO, Medicare Plans                                               | Available via:<br>EDI Direct to Harvard Pilgrim or<br><a href="https://www.healthtrioconnect.com/login.cfm">https://www.healthtrioconnect.com/login.cfm</a><br><br>For information:<br><a href="https://www.harvardpilgrim.org/portal/page?_pageid=253,157133&amp;_dad=portal&amp;_schema=PORTAL">https://www.harvardpilgrim.org/portal/page?_pageid=253,157133&amp;_dad=portal&amp;_schema=PORTAL</a> | Available                                       | Not Available              | 800-708-4414                                     | ☎ <a href="mailto:provider_callcenter@harvardpilgrim.org">provider_callcenter@harvardpilgrim.org</a><br>☎ 800-708-4414 |
| Choice Plus and Options<br>(offered jointly with United Healthcare)         | Available via:<br>EDI Direct to Harvard Pilgrim or<br><a href="https://www.healthtrioconnect.com/login.cfm">https://www.healthtrioconnect.com/login.cfm</a>                                                                                                                                                                                                                                            | Available                                       | Not Available              | 800-708-4414                                     | ☎ <a href="mailto:provider_callcenter@harvardpilgrim.org">provider_callcenter@harvardpilgrim.org</a><br>☎ 800-708-4414 |
| Passport Connect<br>(from United Healthcare and Harvard Pilgrim HealthCare) | Available via:<br><a href="https://www.unitedhealthcareonline.com/b2c/CmaAction.do?channelId=69e8c7958f5fa010VgnVCM100000c520720a">https://www.unitedhealthcareonline.com/b2c/CmaAction.do?channelId=69e8c7958f5fa010VgnVCM100000c520720a</a>                                                                                                                                                          | Available via United Healthcare                 | Not Available              | 800-708-4414                                     | ☎ 800-708-4414                                                                                                         |
| Student Insurance                                                           | Not Available                                                                                                                                                                                                                                                                                                                                                                                          | Not Available                                   | Not Available              | Not Available                                    | ☎ 800-977-4698 to Student Resources                                                                                    |
| Health Plans Inc.                                                           | Available via:<br>EDI Direct to Harvard Pilgrim                                                                                                                                                                                                                                                                                                                                                        | Available                                       | Not Available              | Not Available                                    | ☎ 800-532-7575 to Health Plans Inc.                                                                                    |

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|---------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|-------------------------------------------------------|----------------------------------------------------------|
| <b>Health New England</b>       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                           |                            |                                                       |                                                          |
| HMO, PPO, POS                   | Available via:<br><a href="https://www.hnedirect.com/login/index.aspx">https://www.hnedirect.com/login/index.aspx</a>                                                                                                                                                                                                                                                                                                                                                                                    | Available                                                                                                                                 | Not Available              | Not Available                                         | ☎ 800-842-4464<br>*5000 Provider Relations               |
| <b>MassHealth</b>               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                           |                            |                                                       |                                                          |
| MassHealth / Medicaid           | Available via:<br><a href="http://www.mass.gov/masshealth/providerservicecenter">http://www.mass.gov/masshealth/providerservicecenter</a>                                                                                                                                                                                                                                                                                                                                                                | Available                                                                                                                                 | Available                  | 800-554-0042                                          | ☎ 617-988-8974<br>☎ 800-841-2900                         |
| <b>Neighborhood Health Plan</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                           |                            |                                                       |                                                          |
| All products                    | Available via:<br><a href="https://nhpnet.nhp.org/v2/">https://nhpnet.nhp.org/v2/</a>                                                                                                                                                                                                                                                                                                                                                                                                                    | Available                                                                                                                                 | Not Available              | Not Available                                         | ☎ 855-444-4647                                           |
| <b>Network Health</b>           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                           |                            |                                                       |                                                          |
|                                 | For direct access:<br><a href="https://www.healthtrioconnect.com/login.cfm">https://www.healthtrioconnect.com/login.cfm</a><br><br>For information:<br><a href="https://network-health.org/Providers/Doing-Business-and-Getting-Paid/Member-eligibility/Verify-eligibility-online.aspx">https://network-health.org/Providers/Doing-Business-and-Getting-Paid/Member-eligibility/Verify-eligibility-online.aspx</a>                                                                                       | Available                                                                                                                                 | Not Available              | 888-257-1985                                          | ☎ 888-257-2985                                           |
| <b>Senior Whole Health</b>      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                           |                            |                                                       |                                                          |
| Senior Care Options plan        | For direct access:<br><a href="http://www.mass.gov/masshealth/providerservicecenter">http://www.mass.gov/masshealth/providerservicecenter</a><br>Login to NewMMIS, open the patient's record, and SWH will be listed under MCO Name in the List of Managed Care Data (for MCO) section of the eligibility screen.<br><br>For information:<br><a href="http://www.seniorwholehealth.com/mass/providers/member_eligibility.htm">http://www.seniorwholehealth.com/mass/providers/member_eligibility.htm</a> | Available:<br>Login and select Medicaid as payer.<br><br>SWH is under Managed Care Coordinator in the Additional/ Alternate Payer section | Not Available              | Available through MassHealth IVR:<br><br>800-554-0042 | Not Available                                            |

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|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|----------------------------|------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Tufts Health Plan</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                 |                            |                                                            |                                                                                                                                                                                                     |
| All products             | <p>For direct access:<br/> <a href="https://providers.tufts-health.com/provindex.html">https://providers.tufts-health.com/provindex.html</a></p> <p>For information:<br/> <a href="http://www.tuftshealthplan.com/providers/provider.php?sec=electronic_services&amp;content=member_inquiry_options&amp;rightnav=mem-inq_nav">http://www.tuftshealthplan.com/providers/provider.php?sec=electronic_services&amp;content=member_inquiry_options&amp;rightnav=mem-inq_nav</a><br/> <a href="https://providers.tufts-health.com/provindex.html">https://providers.tufts-health.com/provindex.html</a></p> <p>For self service training:<br/> <a href="http://www.tuftshealthplan.com/providers/news/eligibility.html">http://www.tuftshealthplan.com/providers/news/eligibility.html</a></p> | Available                                       | Available                  | <p>888-884-2404</p> <p>Mental Health:<br/>800-208-9565</p> | <p>Not Available for Commercial products</p> <p>Available for Medicare Preferred products<br/>  800-279-9022</p> |

## <sup>1</sup> Plan-Specific Tools

Plan specific tools include the health plans' web portals, such as Blue Links for Providers, *HPHConnect*, NHPNet and Tufts Health eAccess™. These transaction-based tools can be accessed at no cost. Inquire directly with health plans for technical requirements, which vary across plans.

## <sup>2</sup> NEHEN

**NEHEN Classic-** The New England Healthcare Exchange Network is a consortium of payer and provider organizations in Massachusetts, which has created a single gateway for revenue cycle electronic transactions, including individual and batch eligibility verification. NEHEN membership fees apply. Technical requirements include connectivity to payers (via VPN, frame relay or internet access), ability to generate HIPAA compliant files for batch eligibility, to receive and post HIPAA compliant remittance and optionally to create HIPAA compliant transactions for routing to payers.

**NEHENNet-** another service offered by the New England Healthcare Exchange Network (NEHEN). An affordable solution, geared toward allowing small to mid size provider groups access to a single gateway for revenue cycle electronic transactions, including individual and batch eligibility verification. Because NEHENNet is maintained on NEHEN's server, there are no additional hardware or maintenance costs. Flat monthly rates apply, based on provider size. Technical requirements include a high-speed internet connection only.

## <sup>3</sup> Emdeon Office

Emdeon Office is a web-based tool sold by Emdeon® Corporation, allowing transaction and file inquiries. Transaction fees may apply. Internet access is required.

## <sup>4</sup> Interactive Voice Response (IVR)

IVR is a telephone technology, whereby callers follow computer-generated voice prompts to access or provide information. Health plans may offer an IVR tool as an alternative to web-based technologies. No costs apply.

## <sup>5</sup> Fax/Email/Provider Service Center

Electronic channels are the fastest and most accurate way to verify eligibility. Some health plans may provide eligibility information via their Provider Service Center telephone line, e-mail or fax.