

# Eligibility Resource Guide

Plans and Products	Plan-Specific Tools <sub>1</sub>	NEHEN / NEHENNet/ NEHEN Express <sub>2</sub>	Emdeon Office <sub>3</sub>	Interactive Voice Response (IVR) <sub>4</sub>	Provider Service Center: 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> ☎ 617-246-9531 ☎ 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> ☎ 617-246-9531 ☎ 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/basic/site/provider/provider.jsp">http://apps.cignabehavioral.com/web/basic/site/provider/provider.jsp</a>	Not Available	Available	800-274-7603	☎ 800-274-7603

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<b>Fallon Health</b>					
All products	For direct access: <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>  For information: <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: EDI Direct to Harvard Pilgrim or <a href="https://www.healthtrioconnect.com/login.cfm">https://www.healthtrioconnect.com/login.cfm</a>  For information: <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> ☎ 800-708-4414
Choice Plus and Options (offered jointly with United Healthcare)	Available via: EDI Direct to Harvard Pilgrim or <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> ☎ 800-708-4414
Passport Connect (from United Healthcare and Harvard Pilgrim HealthCare)	Available via: <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: 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: <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 *5000 Provider Relations
<b>MassHealth</b>					
MassHealth / Medicaid	Available via: <a href="http://www.mass.gov/masshealth/providerservicecenter">http://www.mass.gov/masshealth/providerservicecenter</a>	Available	Available	800-554-0042	☎ 617-988-8974 ☎ 800-841-2900
<b>Neighborhood Health Plan</b>					
All products	Available via: <a href="http://www.NHPNet.org">www.NHPNet.org</a>	Available	Not Available	Not Available	☎ 855-444-4647 (4NHP)
<b>Senior Whole Health</b>					
Senior Care Options plan	For direct access: <a href="http://www.mass.gov/masshealth/providerservicecenter">http://www.mass.gov/masshealth/providerservicecenter</a> 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.  For information: <a href="http://www.seniorwholehealth.com/mass/providers/member_eligibility.htm">http://www.seniorwholehealth.com/mass/providers/member_eligibility.htm</a>	Available: Login and select Medicaid as payer.  SWH is under Managed Care Coordinator in the Additional/Alternate Payer section	Not Available	Available through MassHealth IVR:  800-554-0042	Not Available

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Tufts Health Plan					
All products	<p>For direct access:  <a href="https://providers.tufts-health.com/provindex.html">https://providers.tufts-health.com/provindex.html</a></p> <p>For information:  <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>  <a href="https://providers.tufts-health.com/provindex.html">https://providers.tufts-health.com/provindex.html</a></p> <p>For self service training:  <a href="http://www.tuftshealthplan.com/providers/news/eligibility.html">http://www.tuftshealthplan.com/providers/news/eligibility.html</a></p>	Available	Available	888-884-2404  Mental Health: 800-208-9565	Not Available for Commercial products  Available for Medicare Preferred products ☎ 800-279-9022
Tufts Health Plan - Network Health					
	<p>For direct access:  <a href="https://www.healthtrioconnect.com/login.cfm">https://www.healthtrioconnect.com/login.cfm</a></p> <p>For information:  <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></p>	Available	Not Available	888-257-1985	☎ 888-257-2985

## 1 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.

## 2 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.

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## 3 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.

## 4 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.

## 5 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.