



Effective November 1, 2023:

Harvard Pilgrim Healthcare Benefit Plan members will no longer be managed by Optum

Optum will no longer manage the behavioral health benefits for the Harvard Pilgrim Healthcare Benefit Plan, effective November 1, 2023. As a participating provider, your existing Optum Provider Participation Agreement requires no action.

- Services rendered **through October 31, 2023**, will go through Optum.
 - Review the Harvard Pilgrim Healthcare Benefit Plan member's ID card for current contact information.
 - All HPHC Commercial plans will be terminated on **October 31, 2023**.
 - All Medicare Enhanced & Medicare Supplemental members with HPHC and its affiliates in Massachusetts, New Hampshire, Connecticut, and Maine will be terminated on **October 31, 2023**.
 - HPHC's Massachusetts and Maine Medicare Advantage plan members (MA and ME Stride) will be terminated on **October 31, 2023**.
 - NOTE: HPHC will continue to delegate the provision of Services to Optum for HPHC's New Hampshire Medicare Advantage product (NH Stride) through **December 31, 2024**.
 - Services rendered **on or after November 1, 2023**, will go through the member's new health plan; Point32Health. Contact the new health plan for the following information:
 - General information
 - Transition of Care information
 - Benefits
 - Contracting
- ✓ Contact HPHC at 800-708-4414
 - ✓ AHCBehavioralHealth@point32health.org

Optum appreciates your continuing relationship with us and the services you provide to all the members we serve.

If you have any questions, please contact Network Management by calling 1-877-614-0484