

# NHP Prime PPO Plus

As NHP continues to be one of the fastest growing commercial health plans in Massachusetts, we are excited to now offer PPO Plus to employer groups. PPO Plus members will be eligible as early as January 1, 2018.

**Service Area** **In-Network:** To obtain in-network coverage in NHP's Massachusetts service area, services must be rendered by an NHP PPO Plus network provider. When PPO Plus members are outside NHP's service area, they will have access to MultiPlan's PHCS Healthy Directions provider network for in-network coverage. Visit NHP's provider directory at [nhp.org](http://nhp.org) to search for an in-network provider.

**Out-of-Network:** PPO Plus members have the flexibility to see an out-of-network provider at a higher cost share.

**Transplant Network:** NHP partners with Optum for transplant requests. All NHP members have access to facilities within Optum's transplant network

**Member Eligibility** Always verify member eligibility on NHPNet, the secure provider portal, before rendering services. NHPNet houses the most up-to-date eligibility information on all NHP members. If you do not have NHPNet access, you can sign up today at [nhpnet.org](http://nhpnet.org).


**Referrals** Specialist referrals are not required for PPO Plus members.

**Authorizations** Authorization requirements are available on [nhp.org/provider](http://nhp.org/provider). If a service requires authorization, you must submit the request through NHPNet.

**Claims Submission** For the fastest processing, always submit medical claims to NHP electronically. Paper claims can also be mailed to: P.O. Box 852099, Richardson, TX 75085-2099.

**Pharmacy** CVS Caremark is the pharmacy benefit manager for PPO Plus. Members should follow CVS Caremark's pharmacy network for in-network coverage. For questions, contact CVS Caremark at 1-800-421-2342.

**Behavioral Health** Beacon Health Options is the behavioral health vendor and claims administrator for PPO Plus. Members should see a provider in NHP's PPO Plus network or Beacon's network for in-network coverage. Outside NHP's service area, members also have access to MultiPlan's PHCS Healthy Directions providers for in-network coverage. Visit NHP's provider directory at [nhp.org](http://nhp.org) to search for an in-network provider. For questions, contact Beacon at 1-800-414-2820. Behavioral Health claims can be submitted to Beacon at: 500 Unicorn Park Drive, STE 103, Woburn, MA 01801.

**PPO PLUS**

Sample, John A  
NHP0123456

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

MEM\_RXGRP\_PART1  
MEM\_RXGRP\_PART2  
MEM\_RXGRP\_PART3

**NHP Prime™ PPO**  
for employers and individuals

**MEMBERS**

- For health plan questions or to locate an in-network provider, visit [mynhp.org](http://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](http://nhp.org).
- For behavioral health authorizations, call Beacon Health Options at 1-800-414-2820.
- Submit paper medical claims to:  
P.O. Box 852099, Richardson, TX 75085-2099
- Submit behavioral health claims to:  
500 Unicorn Park Dr., STE 103  
Woburn, MA 01801
- For pharmacy questions, call 1-800-421-2342. This card does not guarantee coverage.

[mynhp.org](http://mynhp.org)  
NHP-XX (05/17)





[nhp.org](http://nhp.org)

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