



Health New England
Where you matter.

HNEDirect Provider Online Services

Effective Date 1/1/2021 | Revised Date 1/1/2021

HNE Providers can now view up-to-date information online including claim status, member eligibility and member benefits. HNEDirect is an online system that allows providers to get immediate answers to managed care questions 24 hours a day, seven days a week. Once registered with HNEDirect, a provider can:

- Check eligibility
- Obtain the patient's HNE copay amount to ensure collection of the correct copay at the time of service
- Check the status of claims submissions
- Check the status of prior approval requests
- Submit claims electronically
- Access Provider reports
- Access explanation of payment

Providers who have questions about this service or are interested in registering for HNEDirect may contact Provider Relations at (800) 842-4464, extension 5000 or HNEDirect technical support at (413) 233-3313.