



Health New England
Where you matter.

Introduction

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

Introduction

The Health New England (HNE) Provider Manual contains information, guidelines and procedures to follow when rendering medical service to members and which are common to managed care in general. This edition of the HNE Provider Manual supersedes all previous editions. It includes information and changes for which providers have received written notification throughout the past year. Any additional material changes for which notification has not been provided will take effect 60 days from the distribution of this Manual.

Some of the guidelines and procedures in this Manual are based on requirements of state and federal law and/or accrediting organizations. Thus, the guidelines and procedures are subject to change if the requirements of the law or accrediting organizations change. HNE will notify providers in writing of modifications to this Manual that have a substantial impact on provider rights or responsibilities at least 60 days prior to the effective date of such modifications. Where there is a conflict between this edition of the Manual and a subsequent notification of a modification to a policy or procedure, the information in the subsequent notification shall prevail.

If providers have questions or recommendations about the information in this Provider Manual or wish to obtain a paper copy of the Manual, they should contact Provider Relations at (413) 233-3313 or (800) 842-4464, extension 5000. Representatives are available Monday – Friday, from 8:00 a.m. to 4:00 p.m.

The following two pages are a quick reference guide to important department phone and fax numbers for HNE.

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Important Contact Information:

Provider Relations Toll Free	(800)842-4464, extension 5000
Member Services Local	(413) 787-4004
Member Services Toll Free	(800) 310-2835
Member Services Local (Self-Funded)	(413) 233-3060
Member Services Toll Free (Self-Funded)	(800) 791-7944
Member Services Hispanic Toll-Free	(866) 725-8399
Member Services Medicare Local	(413) 787-0010
Member Services Medicare Toll-Free	(877) 443-3314
Member Services Be Healthy	(800) 786-9999
Be Healthy - Behavioral Health	(800) 495-0086
HNE Local calls from Connecticut	(860) 623-1147

Below is a chart showing the extensions for important departments that may be reached by either calling the HNE local or HNE toll-free telephone numbers shown above.

HNE Departments	Extensions	For Questions Regarding...
Provider Relations	5000	Provider Specific Information Provider Requests Reimbursement Issues Complex Claims Educational Visit Requests
Behavioral Health Services	5028	Prior Approval Out-of-Plan Requests
Health Services (Commercial)	5027	Prior Approval, Out-of-Plan Requests and Case Management for our Commercial population
Health Services (Self-Funded)	5033	Prior Approval, Out-of-Plan Requests and Case Management for our Self-Funded population
Member Services/Enrollment	5025	Benefits Eligibility Copayments

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Provider Claims Servicing Unit	5026	General Claim Inquiries
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Fax Numbers:

HNE Department	Fax Number
Behavioral Health Services	(413) 233-2800
Quality Improvement	(413) 233-2866
Health Services	(413) 233-2700
Provider Appeals	(413) 233-2797
Provider Enrollment	(413) 233-2665
Provider Credentialing	(413) 233-2808
Provider Contracting	(413) 233-3175

Address Information:

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One Monarch Place, Suite 1500
Springfield, MA 01144-1500

Website:

www.healthnewengland.org