



Neighborhood Health Plan™

Notice to all Business Choice and Commonwealth Choice Plan Members Amendment to NHP Coverage Effective 7/6/10

Dear NHP Member:

This document represents an amendment to the NHP Business Choice and NHP Commonwealth Choice Member Handbook. The following definitions and additions regarding plan services and/or benefits are effective 7/6/10. The section where this information is located in your handbook is provided along with the new or revised definition, policy, or procedure this notice amends. This amendment addresses the following topic:

Specialty Referral Policy for Harvard Vanguard Medical Associates (HVMA) Primary Care Patients

Section 3: *Your NHP Providers | Specialty Providers*

Delete second sentence under “Specialty Providers” and add the following text to page 20 of the NHP Business Choice handbook and page 18 of the NHP Commonwealth Choice handbook

- In most cases, Neighborhood Health Plan does not require referrals for you to receive care from any NHP In-Plan specialist, however, if you have selected a PCP that is affiliated with Harvard Vanguard Medical Associates (HVMA), you are required to obtain a Referral if you choose to see an NHP in-plan Specialist who is not affiliated with HVMA. Please refer to *Specialty Care* in section four for more information on receiving care from specialists.

Section 4: *Accessing Care | Specialty Care*

Add the following text under “Specialty Care” to page 21 of the NHP Business Choice handbook and page 19 of the NHP Commonwealth Choice handbook

- In most cases, Neighborhood Health Plan does not require referrals for you to receive care from any NHP In-Plan specialist, however, your PCP is the best person to help you coordinate your health care. If you have selected a PCP that is affiliated with Harvard Vanguard Medical Associates (HVMA), you are required to obtain a referral if you choose to receive medical care from an NHP specialist who is not affiliated with HVMA. However, even if your PCP is affiliated with HVMA you do not need a referral for:
 - Emergency Services
 - A Gynecologist or Obstetrician for routine, preventive, or urgent care
 - Outpatient and Diversionary Behavioral Health Services
 - Routine Dental care



Section 7: Covered Healthcare Services

Add the following text at the end of the second bullet in the text box on page 31 of the NHP Business Choice handbook and page 29 of the NHP Commonwealth Choice handbook

- If you have selected a PCP that is affiliated with Harvard Vanguard Medical Associates (HVMA), you are required to obtain a referral if you choose to receive medical care from an NHP specialist who is not affiliated with HVMA. However, even if your PCP is affiliated with HVMA you do not need a referral for:
 - Emergency Services
 - A Gynecologist or Obstetrician for routine, preventive, or urgent care
 - Outpatient and Diversionary Behavioral Health Services
 - Routine Dental care

Amend the entry for “Second Opinions” on page 40 of the NHP Business Choice handbook and page 38 of the NHP Commonwealth Choice handbook to include the following text

- If you have selected a PCP that is affiliated with Harvard Vanguard Medical Associates (HVMA), you are required to obtain a Referral if you choose to receive a Second Opinion from an NHP Specialist who is not affiliated with HVMA.

Amend the Glossary of the NHP Business Choice handbook and NHP Commonwealth Choice handbook to include the following definition

- **Referral**
A recommendation by a Primary Care Provider for a Member to receive care from a different Provider. In most cases, NHP does not require Referrals for specialist services provided by in-plan NHP Providers. Please refer to *Specialty Care* in section four of your handbook for more information.

Please keep this notice with your handbook. If you have any questions about this information, call a Customer Care Representative at 1-800-462-5449 (TTY 1-800-655-1761). Representatives are available to assist you Monday through Friday from 8:00 a.m. to 6:00 p.m., and Thursdays from 8:00 a.m. to 8:00 p.m.

Thank you for choosing Neighborhood Health Plan.

Sincerely,



Paul Mendis, M.D.
Chief Medical Officer