



Neighborhood
Health Plan™



Important Notice Regarding Specialty Care Referrals

Specialty Care Referral Policy for Harvard Vanguard Primary Care Patients

This notice includes important information for NHP members who have selected a PCP that is affiliated with Harvard Vanguard Medical Associates.

All Neighborhood Health Plan (NHP) members who receive primary care services through Harvard Vanguard are required to obtain a referral to receive care from any *non-Harvard Vanguard* specialty care provider. Referrals are *not* required to see a specialist who practices at a Harvard Vanguard location. In addition, referrals are not needed for:

- Emergency Services
- A Gynecologist or Obstetrician for routine, preventive, or urgent care
- Family Planning Services provided by an NHP provider
- Outpatient and diversionary Behavioral Health Services
- Routine Dental Care (Plan Type 1 only)
- Routine Vision Care

It's important to note that if you see a specialist outside of Harvard Vanguard and you do not have a referral prior to the appointment, you may be responsible for payment.

Please talk with your Harvard Vanguard primary care provider about seeing a specialist before making an appointment to see one.

If you have any questions, please contact the NHP Customer Care Center at toll free at 1-800-462-5449 (TTY 1-800-655-1761), 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.



253 Summer Street, Boston, MA 02210 | 800-433-5556 | fax 617-772-5513 | www.nhp.org