



Notice to all Group Insurance Commission (GIC) Plan Members
Amendment to NHP Coverage September 1, 2010

Dear NHP Member:

This document represents an amendment to the NHPCare HMO for GIC Member Handbook. The following definitions and additions regarding plan services and/or benefits are effective September 1, 2010. 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 Care*

Delete second sentence under “Specialty Care” and add the following text to page 17

- 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 7: *Covered Healthcare Services*

Add the following text at the end of the second bullet in the text box on page 28

- 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



Amend the entry for “Second Opinions” on page 40 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 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 three 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