



June 9, 2010

Dear Neighborhood Health Plan Provider:

Last month we wrote to inform you of some important changes in the referrals we require of Neighborhood Health Plan (NHP) members who receive their primary care at Harvard Vanguard Medical Associates.

As we informed you, effective July 6, 2010, NHP members with a Harvard Vanguard PCP will be required to obtain an appropriate referral from their PCP when seeking care from a non-Harvard Vanguard specialty provider. NHP is making these changes to help enhance care coordination for those NHP members with a Harvard Vanguard primary care provider (PCP).

Please note: For NHP members who are enrolled through the Group Insurance Commission (GIC), this change is effective for services rendered on or after September 1, 2010. For all other NHP members, the change is effective for services rendered on or after July 6, 2010.

All NHP specialty providers should verify that an NHP member with a Harvard Vanguard PCP has an appropriate referral prior to services being rendered. If a referral has not been authorized, the associated claims will be subject to denial. Referrals are not required for the following:

- A Gynecologist or Obstetrician for routine, preventive, or urgent care
- Family planning services provided by an NHP provider
- Outpatient and diversionary Behavioral Health Services
- Emergency services

All NHP members, excluding GIC members, with a Harvard Vanguard PCP have been notified of this change as of June 1, 2010. A notification to GIC members will be sent on June 18, 2010. We will be modifying all NHP provider and member materials to reflect this change. Further information on processes for obtaining referrals and appropriate claims coding will be available on our website, www.nhp.org, prior to the effective date of the change.

As always, we appreciate your cooperation and support as we work to improve the health care process for our members. Should you have any questions regarding this communication, please contact your NHP provider relations representative directly or the NHP Customer Care Center at 800-462-5449.

Sincerely,

A handwritten signature in black ink that reads "Paul Mendis".

Paul Mendis
Chief Medical Officer

