

## Boston Medical Center (BMC) Tiered HMO Frequently Asked Questions (FAQ)

### Who is Health Plans, Inc.?

Health Plans, Inc. (HPI) is a Harvard Pilgrim company. We administer employee health benefit plans and products for employers who want the accessibility of Harvard Pilgrim's high-quality provider network with a greater level of administrative flexibility to help minimize health care costs.

### Are you the PPO plan for Harvard Pilgrim?

Under our parent company, Harvard Pilgrim, we independently administer many PPO plans as well as some EPO, POS and HMO plans.

### Eligibility results return HPI as a "Harvard Pilgrim PPO." Why is your company listed this way if you independently administer PPO plans?

We have recently implemented changes to better reflect the plan and product to which the HPI member belongs.

### Why can't I submit referrals the way I have in the past for Harvard Pilgrim members?

Because our business operations are performed by HPI, not Harvard Pilgrim, the referrals for BMC Tiered HMO members must be submitted to HPI. We have implemented an online tool for providers to submit referrals for their BMC Tiered HMO patients. Visit [healthplansinc.com/BMC](https://healthplansinc.com/BMC) and click on the **Providers** tab. There you'll find all of the information you need to submit referrals through the **Referral Portal**.

### How do I submit referrals for BMC members?

The best way to submit referrals is through our **Referral Portal**, a dedicated online referral tool for BMC members. Visit [healthplansinc.com/BMC](https://healthplansinc.com/BMC) and click on the **Providers** tab, then click the **Referral Portal** link. If you haven't yet registered for access, you'll need to visit the **Get Registered** page and follow the instructions to receive your user credentials. After your user credentials have been emailed to you, you can log in to the **Referral Portal** and complete the onscreen steps. A user guide and short video are also available on the **Helpful Information** page.

### When is a referral needed?

Members of the BMC Tiered HMO plan need referrals for certain care. Contact our Provider Services team at **844-926-2262**, weekdays from 8am to 5pm if you have questions about what requires referrals. The following services do not require a referral:

- Family planning services
- Outpatient maternity services
- Gynecological services
- Acupuncture
- Chiropractic care
- Routine vision exams
- Emergency and urgent care services
- Any service that requires a review for medical necessity

### How will I know if my referral was received?

When you submit a referral through the **Referral Portal**, you'll receive a confirmation number which acts as the referral number if you need to research any cases. If you choose to submit a referral on paper (via email, mail or fax), you will not receive a confirmation number. You can contact our Provider Services team at **844-926-2262**, weekdays from 8am to 5pm, if you need to confirm the status of a referral.

### How long does it take for a referral to get in the HPI system?

A complete referral will be entered within 3-4 business days of receipt.