



The Passport Connect<sup>®</sup> program from UnitedHealthcare and Harvard Pilgrim

# Frequently asked questions

Question:	Answer:
<b>What is the Passport Connect program from UnitedHealthcare and Harvard Pilgrim?</b>	The Passport Connect program brings together UnitedHealthcare’s national network with Harvard Pilgrim’s doctor and hospital network in Massachusetts (MA), Maine (ME) and New Hampshire (NH), giving you access to a broader range of providers in the country.
<b>Who is UnitedHealthcare?</b>	UnitedHealthcare provides a full spectrum of consumer-oriented health benefit plans and services, helping 27 million individual consumers nationwide achieve improved health and well-being through various health service systems. Using a nationwide network of more than 825,000 doctors and allied health professionals and more than 5,640 hospitals, UnitedHealthcare is committed to improving the health care experience for everyone involved — employers who purchase health benefits, doctors who deliver care and individuals who use health care services.
<b>Who is Harvard Pilgrim?</b>	Harvard Pilgrim is one of New England’s most experienced non-profit health plans, with more than one million members and a network of more than 38,000 doctors and other clinicians and 169 hospitals in MA, ME and NH.
<b>Can I see both UnitedHealthcare and Harvard Pilgrim doctors through the Passport Connect program?</b>	Yes. You may get health care services from doctors and hospitals in Harvard Pilgrim’s network in MA, ME and NH. Use the UnitedHealthcare network for chiropractic, behavioral health providers.

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**Passport Connect<sup>®</sup>**

Question:	Answer:
<p><b>Can I go to a doctor or hospital not in MA, ME and NH?</b></p>	<p>Yes. You would use UnitedHealthcare’s national network of doctors and hospitals. If your benefit plan allows, you may get care from out-of-network providers; however, you may pay more for services.</p>
<p><b>Which website can I use to find providers?</b></p>	<p><b>myuhc.com</b>® lists Harvard Pilgrim providers (inside MA, ME and NH) and UnitedHealthcare providers (outside MA, ME and NH) as part of the Passport Connect program.</p> <p>▶ You can also search for chiropractic, and behavioral health providers.</p> <p>Prior to enrolling - you would use the Prememer Website for VMware - <a href="http://www.welcometouhc.com/vmware">www.welcometouhc.com/vmware</a> and select the provider search link for MA, ME, NH As of 1/1/2019 - you would log into <b>myuhc.com</b> and your provider search will automatically include the providers in the network associated to your medical plan.</p>
<p><b>How do I know if my doctor participates in the Passport Connect program?</b></p>	<p>Before you visit a doctor in MA, ME or NH ask the doctor if they participate in the Passport Connect program from UnitedHealthcare and Harvard Pilgrim. You may also search for a provider online at <b>myuhc.com</b>.</p>
<p><b>What if I want to visit a doctor or hospital outside of MA, ME and NH? Am I still covered?</b></p>	<p>Yes. You may use any UnitedHealthcare network doctor or facility outside MA, ME or NH. You may search for a provider online at <b>myuhc.com</b>.</p>
<p><b>What if I have a college student who is living temporarily outside of MA, ME and NH?</b></p>	<p>The student will use doctors and hospitals in the UnitedHealthcare network when living outside of MA, ME, and NH. When the student is at home (in MA, ME or NH), they should use Harvard Pilgrim providers for in-network care.</p>
<p><b>I am switching my health coverage to the Passport Connect program. How do I tell my doctor I have new health coverage?</b></p>	<p>When you visit your doctor, give them your new health plan ID card to let them know you are part of the Passport Connect program. Before you see a Harvard Pilgrim provider, go to <b>myuhc.com</b> to see if the provider is part of the Passport Connect program. All providers who participate in the Passport Connect program are listed on <b>myuhc.com</b>.</p>
<p><b>In the Passport Connect program, do I get all my health care only in MA, ME and NH?</b></p>	<p>In the Passport Connect program, you can go to Harvard Pilgrim providers in MA, ME and NH; however, there are a few health services that don’t follow the main rules such as chiropractors. Please check your plan information or talk to your employer about your benefits. Once you are an enrolled member, you can go to <b>myuhc.com</b> for benefit information.</p>
<p><b>Will my new health plan ID card have UnitedHealthcare or Harvard Pilgrim on the card?</b></p>	<p>Your new health plan ID card will have both UnitedHealthcare and Harvard Pilgrim logos on the front of the card. Carry your health plan ID card with you at all times and use it whenever you get health care.</p>
<p><b>Who will coordinate my care with my doctor, UnitedHealthcare or Harvard Pilgrim?</b></p>	<p>Care management will be coordinated through UnitedHealthcare at all times whether you receive care in-or out-of-network in MA, ME and NH as well as all other states.</p>
<p><b>Do I need to choose a primary care physician who will coordinate my care?</b></p>	<p>No. Although you do not have to choose a primary care physician, you should have a primary care physician to help you coordinate your care.</p>

Question:	Answer:
<p><b>Do I need a referral to see specialists?</b></p>	<p>No.</p>
<p><b>How do I get help with any of my benefit or health care questions?</b></p>	<p>For benefit or coverage questions, call the toll-free member number on the back of your health plan ID card from 8 a.m. to 8 p.m. You may also go to <b>myuhc.com</b> for benefit, claim activity, provider search and other information.</p>
<p><b>How do I find mental health and substance abuse providers in the Passport Connect program?</b></p>	<p>Both the UnitedHealthcare and Harvard Pilgrim networks include United Behavioral Health (UBH) providers for in-network mental health and substance abuse services. Check if your provider is included in the Passport Connect network at <b>myuhc.com</b>. Your plan benefits give you in-person support for:</p> <ul style="list-style-type: none"> <li>▶ Depression</li> <li>▶ Eating disorders</li> <li>▶ Alcohol abuse</li> <li>▶ Substance abuse</li> <li>▶ Anxiety</li> <li>▶ Relationship problems</li> </ul>
<p><b>How do I find pharmacies to use?</b></p>	<p>Go to <a href="http://www.cvscaremark.com">www.cvscaremark.com</a> or call 1-844-257-4616</p>
<p><b>What if I, or a covered family member, am currently receiving care for a long-term issue from a doctor who is not in the Harvard Pilgrim network?</b></p>	<p>If you or a member of your family has a long-term illness, is pregnant, or is having treatment, you may be able to continue care and get in-network benefits for a limited period of time under UnitedHealthcare's Transition of Care policy. For more information about our Transition of Care policy, please call the toll-free number located on the back of your health plan ID card.</p>

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