

Health New England (HNE) FAQs

How do I find out if my providers and hospitals are in HNE's network?

Use the HNE Provider Search online:

To find providers in HNE's network:

Go to: hne.com, click on the members tab, then select **Find A Doctor**.

To find providers in PHCS network (PPO PLAN ONLY):

Go to: multiplan.com, under **Select Your Network**, choose **PHCS Network**, then select **Go**.

If I choose the HNE HMO, do I need to select a Primary Care Provider (PCP)?

Yes, you should select a Primary Care Provider. Please enter their name on your enrollment form.

Once enrolled, there are two options to help you select or change your PCP:

🖥️ Visit hnedirect.com and register as an HNE Member. You will be able to search our provider directory and select a new PCP online using HNE Direct.

☎️ Call HNE Member Services, Monday-Friday, 8 a.m.-5 p.m., at 413.787.4004.

Our member services representatives can provide up-to-date information on PCPs in your area.

Does HNE require referrals?

HNE does not require referrals for in-network specialty care. Some services may require prior authorization.

How do I know if my pharmacy is in HNE's network?

Most pharmacies are in HNE's network. HNE has a contract with Catamaran, a leading pharmacy benefit manager (PBM) to manage the drug benefit. You can look up pharmacies in the network by going to hne.com, select **Pharmacy**, then select **Search Pharmacies**. Choose **Find a Pharmacy** and then select **Pharmacy** again.

How do I find out what tier my medication is, if it requires prior authorization, step therapy or has quantity limits?

HNE has a number of online tools to help you understand your prescription drug benefits. Please refer to our website at hne.com or call member services at 413.787.4004.

When can I switch to HNE's mail order program through Catamaran Home Delivery?

Once enrolled with HNE, you will be able to submit your prescriptions to HNE's mail order program through Catamaran Home Delivery.

Here are the steps to follow:

- Verify your medication is defined by HNE as a maintenance medication.
- Obtain a new 90-day prescription of the maintenance medication from your provider.
- Submit the completed Catamaran Home Delivery mail order form with your new prescription to Catamaran.



What do I do if I have a service or procedure scheduled after enrolling with HNE?

If the procedure is with an in-network provider, the provider's office can call to make sure prior authorization for that particular procedure isn't required. If prior authorization is required, the in-network treating provider can submit the prior authorization request with relevant clinical information. HNE will review any previously received prior authorization services from the member's previous health plan for consideration of coverage.

If the procedure is scheduled with an out-of-network provider, your PCP must submit a prior authorization request. The request must include the relevant clinical information, and it is subject to review.

How do I contact HNE to determine if the service I need requires prior authorization?

The treating provider or the member can call HNE Member Services at 413.787.4004.

Will the care I'm currently receiving continue without interruption? Yes

- HNE provides coverage for new members to see an out-of-network provider for up to 30 days from the effective date of coverage for health services and up to 90 days for behavioral health.
- If the member is in the 2nd or 3rd trimester of pregnancy this provision applies to services rendered through the delivery and the first visit after the baby is born.
- If a member requests authorization to continue treatment with an out-of-network provider beyond the initial transition time frame or does not meet the requirements, the member's request will be reviewed by utilization management according to clinical review criteria for out of plan provider services.

Don't forget to take the following steps!

- As of July 1, let your **providers and pharmacy** know that your insurance has changed and provide them with your new HNE ID card.
- Call HNE if you have a scheduled service or procedure on or after July 1.
- Obtain a new prescription from your provider if you are taking a maintenance medication and would like to use HNE's mail order program.
- Once you are enrolled, register for HNE Direct (hnedirect.com) and download the HNE mobile app for self-service tools.
- If you have dependents age 18 and older and would like to discuss their claims and benefits with HNE, don't forget to have your dependents complete an Authorization of Personal Representative by going to hne.com, clicking on the members tab, then Forms

