



Personalized Directory
November 5, 2015

Search Criteria

Health Plan: HMO
Distance From You: Less than 20 miles from 97 Spring St, Amherst, MA 01002
Type of Provider: Hospitals

This personalized directory includes current information on participating providers that is updated weekly. Additional changes to the provider network may occur between updates. Therefore, please check with your provider before scheduling your appointment or receiving services to confirm whether they are participating.

If you have any questions about selecting a PCP (Primary Care Provider), or to sign up with a PCP, call Member Services at **1-888-333-4742**. If you are hearing-or-speech impaired, please call **1-800-637-8257** for TTY service.

Medicare Supplement Plan Members: Call Member Services at **1-800-421-3550**. If you are hearing-or-speech-impaired, please call **1-800-421-3599** for TTY service.

Important Message About Our Provider Network

The provider network is subject to change. While we make every effort to keep this directory up-to-date, changes may occur at any time. The physicians and other medical professionals in our provider network participate through contractual arrangements. These contracts can be ended either by a provider, by Harvard Pilgrim, or the contractual organization on behalf of Harvard Pilgrim. A provider may also leave the network because of retirement, relocation or other reasons before your next enrollment date. This means that we cannot guarantee that the provider you choose will continue to participate in our network for the duration of your membership. If your PCP leaves the network for any reason, we will make every effort to notify you in advance, or as soon as possible, to help you find a new Harvard Pilgrim provider to meet your health care needs.



Provider Directory Key/Legend

Quality Honor Roll Designations

This symbol indicates that this Primary Care Provider or hospital has distinguished itself in the delivery of high quality care. For a full explanation of the quality designations, please return to the results page and click on the Honor Roll ribbon. Due to technical limitations, the Quality Honor Roll symbol used in your personalized directory differs from those you viewed in the HPHC online directory. Please see the legend below for an explanation of the quality award symbols used in this directory:

14 = 2014

☉ - Primary Care Provider or hospital has distinguished itself in the delivery of high quality care.

Accreditation for Hospitals, Rehabilitation Hospitals and Behavioral Health Facilities

JCAHO – Joint Commission Accreditation of Healthcare Organizations

CARF – Commission on Accreditation of Rehabilitation Facilities

AOA – American Osteopathic Association

Concierge Provider is designated with this symbol + to the right of his/her name

This physician requires payment of a subscription fee as a condition of accepting patients and for certain amenities and/or services that are not covered by your Harvard Pilgrim plan. Please contact the physician directly for more information before selecting him/her as your physician.

Harvard Pilgrim POS or PPO members may obtain care from UnitedHealthcare providers outside of Massachusetts, Maine, New Hampshire, Rhode Island, Connecticut and Vermont at the In-Network coverage level.

Atrius Health Select

Atrius Health PCP = lowest cost share level

The Atrius Health Select plans include an extensive provider network throughout New England and across the nation. You are also covered, with higher cost sharing, for providers who are not in the Atrius Health Select network.

In the Atrius Health Select plans, when you select an Atrius Health PCP, your costs will generally be lower than when you select a non-Atrius Health PCP. In some cases, a provider may practice at more than one location, including both an Atrius Health and non-Atrius Health medical practice. Different out-of-pocket costs may apply to the same provider based upon where you access care from that provider. You must see your PCP at an Atrius Health location to ensure you pay less in out-of-pocket costs.

If you have questions, please refer to your plan documents or call Member Services at (888) 333-4742.

Please check your *Schedule of Benefits* for details, or visit www.harvardpilgrim.org/atriushealth.

BIDMC Choice Plan and BIDMC Select Plan

Tier 1 = lowest cost share level for the BIDMC Choice Plan and Select Plan

Tier 2 = middle cost share level for the BIDMC Choice Plan and Select Plan

Tier 3 = highest cost share level for the BIDMC Choice Plan **only**

The BIDMC Choice and Select Plans have been designed to encourage you to seek the most cost-effective care by assigning providers and facilities into coverage tiers. Under BIDMC's Choice and Select plans, members pay different levels of cost sharing depending on the tier of the provider or facility chosen to deliver a covered service or supply.

In some cases, a provider may practice at more than one location and may have a different tier assigned to each. Keep in mind that different out-of-pocket costs may apply to the same provider based upon where you are treated by that provider. Be sure to consult this provider directory every time you seek services from a Harvard Pilgrim network provider. If you have questions, please refer to your plan documents or call Member Services at (888) 333-4742.

BMC Select

Some providers may have admitting privileges at hospitals that are not part of BMC Select. Make sure your provider refers you to Boston Medical Center when you need hospital care or services such as lab tests, X-rays, MRI or CT scans provided at a hospital. Except in an emergency, your plan will not cover services provided at other hospitals.

BMC Tiered HMO

Tier 1 = lowest cost share level

Tier 2 = middle cost share level

Tier 3 = highest cost share level

ChoiceNet HMO and ChoiceNet PPO:

Tier 1 = lowest cost share level

Tier 2 = middle cost share level

Tier 3 = highest cost share level

This plan includes a Tiered Provider Network called ChoiceNet. In this plan, members pay different levels of cost sharing depending on the tier of the provider delivering a covered service or medical supply. A provider's benefit tier may change annually on January 1. Please consult this ChoiceNet provider directory to determine a provider's tier in the ChoiceNet network. If you have questions, please refer to your plan documents or call Member Services.

ElevateHealth HMO

▲ Authorized Access Provider. Harvard Pilgrim prior authorization required for coverage. See plan documents for details.

The "ElevateHealth HMO" plan provides access to a Limited Provider Network that is smaller than Harvard Pilgrim's full provider network. In this plan, members have coverage only from providers in the "ElevateHealth HMO" provider network. Please consult this "ElevateHealth HMO" provider directory for information on available network providers and any restrictions that may apply.

The "ElevateHealth HMO" plan includes two types of in-network providers, both of which are listed in this provider directory. "Easy Access" providers provide services for most types of care. "Authorized Access" providers give highly specialized care not available from Easy Access providers. They are marked in this provider directory as: "Authorized Access Provider." To receive services from an Authorized Access provider, you or your provider must obtain prior authorization from Harvard Pilgrim in order to be covered by the Plan.

If you need hospital care, or services (e.g., lab tests, X-rays, MRI) provided at a hospital, please make sure your provider refers you to a hospital that participates in the "ElevateHealth HMO" network. If you have questions, please refer to your plan documents or call Member Services.

Focus Network – MA

▲ Authorized Access Provider. Harvard Pilgrim prior authorization required for coverage. See plan documents for details.

The “Focus Network – MA” plan provides access to a Limited Provider Network that is smaller than Harvard Pilgrim’s full provider network. In this plan, members have coverage only from providers in the “Focus Network – MA” provider network. Please consult this “Focus Network – MA” provider directory for information on available network providers and any restrictions that may apply.

The “Focus Network – MA” plan includes two types of in-network providers, both of which are listed in this provider directory. "Easy Access" providers provide services for most types of care. "Authorized Access" providers give highly specialized care not available from Easy Access providers. They are marked in this provider directory as: "▲ Authorized Access Provider." To receive services from an Authorized Access provider, you or your provider must obtain prior authorization from Harvard Pilgrim in order to be covered by the Plan.

If you need hospital care, or services (e.g., lab tests, X-rays, MRI) provided at a hospital, please make sure your provider refers you to a hospital that participates in the “Focus Network – MA” network. If you have questions, please refer to your plan documents or call Member Services.

GIC Primary Choice and GIC Independence Plan:

*** = Tier 1 copay

** = Tier 2 copay

* = Tier 3 copay

NT = Not Tiered, Assigned either a PCP copay or a Tier 1 copay

NT/ID = Assigned a Tier 2 copay, includes providers who are not tiered (NT) or have insufficient data (ID)

Centered Care providers belong to physician groups that have met certain quality and efficiency standards. They collaborate with us on providing high-quality, well coordinated care and share responsibility for GIC members’ health care costs. Visit www.harvardpilgrim.org/gic to learn more.

IMPORTANT – GIC Primary Choice: Primary Choice is a limited network plan; not all providers and hospitals in Harvard Pilgrim's network participate. Also, some Primary Choice providers have admitting privileges at more than one hospital, including hospitals that do not participate in the Primary Choice network. Before any tests or appointments, you must make sure any providers and hospitals you go to for care belong specifically to the Primary Choice network. If you go to a non-participating provider or hospital (except in medical emergencies), you will not be covered and the plan will not pay for your care. If you have questions, please refer to your plan information or call Member Services.

Hospital Prefer HMO & Hospital Prefer PPO

Tier 1 = lowest cost share level

Tier 2 = middle cost share level

Tier 3 = highest cost share level

This plan includes a Tiered Network called Hospital Prefer. In this plan, members pay different levels of cost sharing depending on the tier of the hospital delivering a covered service or medical supply. A hospital's benefit tier may change annually on January 1. Please consult this Hospital Prefer provider directory to determine a hospital's tier in the Hospital Prefer network. If you have questions, please refer to your plan documents or call Member Services.

HP - Lahey Health Limited HMO

Tier 1 = lowest cost share level

Tier 2 = higher cost share level

In this plan, members pay different levels of cost sharing depending on the affiliation of the provider delivering a covered service. If a provider changes affiliations at any time, the tier of that provider may also change. Please consult this HP - Lahey Health Limited HMO directory to determine a provider's tier in the network.

Some providers may have admitting privileges at hospitals that are not part of the HP – Lahey Health Limited HMO network. Make sure your provider refers you to a hospital that participates in the HP – Lahey Health Limited HMO network when you need hospital care or services such as lab tests, X-rays, MRI or CT scans provided at a hospital. Except in an emergency, your plan will not cover services at hospitals that do not belong to the HP – Lahey Health Limited HMO network.

If you have questions, refer to your plan documents or call Member Services.

HP – Lahey Health Select HMO:

Tier 1 = lowest cost share level

Tier 2 = middle cost share level

Tier 3 = highest cost share level

HPHC Plan for Partners

Tier 1 = lowest cost share level

Tier 2 = highest cost share level

Maine's Choice HMO

Preferred Network = lowest cost share level

Standard Network = higher cost share level

The Maine's Choice HMO plan includes a tiered provider network, with two benefit levels, or tiers, known as: 1) Preferred Network, which includes primary care providers (PCPs) and 2) Standard Network. In this plan, members pay different levels of cost sharing depending on the affiliation of the provider delivering a covered service. If a provider changes affiliations at any time, the tier of that provider may also change. Please consult this Maine's Choice HMO directory to determine a provider's tier in the network.

If you need hospital care, or services (e.g., lab tests, X-rays, MRI) provided at a hospital, and want to pay the lowest cost share, please make sure your provider refers you to a hospital that is in the Preferred Network.

If you have questions, refer to your plan documents or call Member Services.

NetOption HMO & NetOption HMO - LP

Δ This is a tertiary hospital.

Please check your provider's hospital admitting privileges to see whether he or she is affiliated with a tertiary hospital. Refer to your NetOption plan materials for a list of tertiary hospitals and for information about cost sharing at those hospitals.

New Hampshire Network HMO

The "New Hampshire Network HMO" plan provides access to a Limited Provider Network that is smaller than Harvard Pilgrim's full provider network. In this plan, members have coverage only from providers in the "New Hampshire Network HMO" provider network. Please consult this "New Hampshire Network HMO" provider directory for information on available network providers and any restrictions that may apply.

If you need hospital care, or services (e.g., lab tests, X-rays, MRI) provided at a hospital, please make sure your provider refers you to a hospital that participates in the "New Hampshire Network HMO" network. If you have questions, please refer to your plan documents or call Member Services.

Hospitals
Hospital - General
Baystate Franklin Medical Center

164 High St
Greenfield, MA 01301
(413) 772-0211

Accreditation:

JCAHO / Accredited

Payment Method: Fee-for-service

Baystate Mary Lane Hospital

85 South St
Ware, MA 01082
(413) 967-6211

Accreditation:

JCAHO / Accredited

14

Baystate Medical Center

759 Chestnut St
Springfield, MA 01199
(413) 794-0000

Accreditation:

JCAHO / Accredited

Payment Method: Fee-for-service

Cooley Dickinson Hospital

30 Locust St
Northampton, MA 01060
(413) 582-2000

Accreditation:

JCAHO / Accredited

Payment Method: Fee-for-service

Holyoke Medical Center

575 Beech St
Holyoke, MA 01040
(413) 534-2500

Accreditation:

JCAHO / Accredited

Payment Method: Fee-for-service

Mercy Medical Center

271 Carew St
Springfield, MA 01104
(413) 748-9000

Accreditation:

JCAHO / Accredited

**The Shriners' Hospital For Children-
Springfield**

516 Carew St
Springfield, MA 01104
(413) 787-2000

Accreditation:

JCAHO / Accredited

Wing Memorial Hospital, DC

40 Wright St
Palmer, MA 01069
(413) 283-7651

Accreditation:

JCAHO / Accredited
