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Did You Know?

New Medical Policy & Guideline Updates Online!

If you would like to obtain a paper copy of the guidelines or criteria, please contact Health Services at 413.787.4000 or 800.842.4464, ext. 5027, or Provider Relations at 413.233.3313 or 800.842.4464, ext. 5000. Visit hnetalk.com/Provider to register for automatic email notifications.





HNE
Health New England

HNE's Story | Plan | Healthy Directions | Community | HNEDirect

Members | **HNE Provider**

Providers | Welcome | HIPAA | Payment Policies | Provider Manual | Forms | FAQs | Contact Us | Log In >>

Employers | **Brokers** | **Pharmacy** | **Need Insurance**

Welcome Providers

We appreciate the care that you give our members. As your business partner, we want to make sure that working with us is both easy and beneficial. That's one of the ways that we can work together to support our common goal - to provide access to excellent care. We pride ourselves on working with providers to develop innovative programs and services to promote good health for our members.

Here on our web site, we've provided resources and information in support of our goal — from information about our plans, benefits, and programs; to links to external sources for health and industry related information.

If you are an HNE Be Healthy Behavioral Health Provider, click here.

HNEDirect:

Log In

Attention Non-Participating Providers!
We've made it easier to view your EOPs on-line. Nonparticipating providers cannot access HNEDirect, please use "EOP Search".

EOP Search

HELP: How to use the EOP search function to access your EOPs.

HNE Medicare Advantage

HNE Be Healthy Behavioral Health Plan

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For the most current criteria and guidelines, go to hne.com/HNE_Providers and click **Medical Information**.

Recent updates and additions:

New HNE policy

- Stretta

Updated HNE policy

- Rhinoplasty
- Biofeedback for Urinary Incontinence
- Surgical Management of Morbid Obesity
- Laser-Assisted Uvuloplasty and Uvulopalatopharyngoplasty