

# Member Services Requests – A Guide for Brokers

At Health New England, we value your business and time. The following is a quick reference guide to assist you in submitting requests to Member Services for research. By providing the information listed for each type of request when initiating contact with Member Services, you will help ensure that your request is handled as quickly as possible.

Type of request	Signed PHI* form required?	Provide the following:
<b>Authorization or Prior Approval Status</b>	Yes	<ul style="list-style-type: none"> <li>Member name &amp; ID #</li> <li>Provider/group name</li> <li>Type of service</li> </ul>
<b>Benefit Package Confirmation</b>	No	<ul style="list-style-type: none"> <li>Member name</li> <li>Member ID or Social Security #</li> </ul>
<b>Claims Information</b> (i.e., denial, bills, appeals, etc.)	Yes	<ul style="list-style-type: none"> <li>Member name &amp; ID #</li> <li>Date of service</li> <li>Provider name</li> <li>Member invoice, if available</li> </ul>
<b>Enrollment or Disenrollment Confirmation or Status</b> (i.e., eligibility, effective/termination dates)	No	<ul style="list-style-type: none"> <li>Member name</li> <li>Member ID or Social Security #</li> </ul>
<b>File a Complaint or Appeal</b>	Yes	<ul style="list-style-type: none"> <li>Member name &amp; ID #</li> <li>Description of complaint or appeal</li> <li>Date of service denied</li> <li>Type of service denied</li> <li>Supporting documentation: medical records, etc.</li> </ul>
<b>Fitness Reimbursement</b> (Status Only)	No	<ul style="list-style-type: none"> <li>Member name</li> <li>Member ID or Social Security #</li> <li>Date submitted</li> </ul>
<b>General Benefit Information</b>	No	<ul style="list-style-type: none"> <li>Member name</li> <li>Member ID or Social Security #</li> <li>Benefit type</li> </ul>

\*The Authorization of Personal Representative form allows Health New England to disclose necessary Protected Health Information (PHI). This form can be found at [healthnewengland.org/forms](http://healthnewengland.org/forms).

**Health New England Member Services** | (413) 787-4004 or toll-free (800) 310-2835  
Our staff is available Monday through Friday, 8:00 a.m. to 6:00 p.m.

