

New plan. New benefits. Lots of questions?

Harvard Pilgrim welcomes you as a new member.

We want to make your switch to Harvard Pilgrim as easy as possible. Know that we are here to help and support you every step of the way!

You're switching to a new health plan, and maybe you want to know:



How soon do you get your ID card?



How can you confirm coverage for an upcoming appointment or procedure?



How can you be sure you're choosing the right health plan option for you and your family?

Harvard Pilgrim SmartStart will guide you through this change.

Talk to us!



Contact us at SmartStart@harvardpilgrim.org or call (866) 874-0817 for answers to your questions.

We'll be happy to talk with you about your new benefits and put you in touch with clinical experts to discuss your medical concerns.



Get help choosing the plan that's right for you.

Trying to make sense of your plan options isn't easy, especially when considering premiums, deductibles, out-of-pocket costs and Health Savings Account (HSA) contributions. Don't worry: We're here to help with **MyHealthMath**. This personalized decision support service can help you better understand your options and choose the health plan that's right for you and your family.

Get set up online.



Visit harvardpilgrim.org to set up your member account.

Use our New Member Welcome Guide to:

- **Verify** your contact information
- **View** and print your Harvard Pilgrim ID card
- **Answer** a brief health questionnaire (responses will not affect coverage)

MyHealthMath: How it Works



Sign up.

MyHealthMath will email a link so you can schedule a phone interview at a time that's convenient for you.



Talk to a MyHealthMath phone analyst.

A MyHealthMath analyst will call you and ask basic questions about your expected medical usage for the upcoming year (e.g., doctor visits, medications, planned surgeries, etc.). Calls typically last 15 minutes.

Please be assured that the information you provide and the report are completely confidential.



Review your report.

You'll receive a customized health plan comparison report with a breakdown of each plan offered by your company, including:

- Best and worst financial scenarios
- Gross and net premiums
- Estimated out-of-pocket costs, including deductibles, copays, etc.
- Employer contributions to premium and HSAs
- Recommended HSA funding levels



Make an informed decision.

The comparison report helps you understand your options so you can choose the plan that's right for your needs and gives you the best value.