

Town of Medway

Open enrollment: April 27 to May 8, 2020

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 will your
medications will
be covered?

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 set up online.



Visit harvardpilgrim.org
to set up your member account.

Use our New Member Welcome Guide to:

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