# Broker & Employer Service Team Reference Guide

Massachusetts Small Group

**Service Team Phone Number:** 800-637-4751

## New Business Strategy

- Plan strategy for prospective customers and product education

**Assigned by Brokerage Firm**


## Renewal Strategy

- Consultation on renewal strategy

**Assigned by Brokerage Firm**

Erin Galvin: 781-612-2859 | Kimberly Quinn: 781-612-3580

## Implementation, Quoting & Service

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<tr>
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<th>Harvard Pilgrim Health Care Products</th>
<th>Tufts Health Plan Products</th>
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| **Broker Relations Support** | Email: Broker_Relations@point32health.org  
Call: Select Option 1, then Option 3 | Email: THPBrokerforms@point32health.org  
Call: Select Option 2, then Option 4 |
| **New Business Quotes** | Email: HPNewBusinessSales@point32health.org  
Call: Select Option 1, then Option 2 | Email: THPSmall_Group_Quotes@point32health.org  
Call: Select Option 2, then Option 6 |
| **New Business Installations** | Email: HPSmallGroupRenewals@point32health.org  
Call: Select Option 1, then Option 2 | Email: THPNewBusinessSold@point32health.org  
Call: Select Option 2, then Option 5 |
| **Renewal Support** | Email: MyServiceTeam@point32health.org  
Call: Select Option 1, then Option 1 | Email: THPSG_Client_Services@point32health.org  
Call: Select Option 2, then Option 3 |
| **Ongoing service for in-force cases** | Email: MyServiceTeam@point32health.org  
Call: Select Option 1, then Option 1 | Email: THPSG_Client_Services@point32health.org  
Call: Select Option 2, then Option 3 |