

Broker & Employer Small Group Service Team Reference Guide

Service Team Phone Number: 800-637-4751

Implementation, Quoting & Service	Harvard Pilgrim Health Care Products
Ongoing service for in-force cases <ul style="list-style-type: none"> • Enrollment forms & eligibility • Account maintenance • Billing, premium, and ASO fee invoices • Claims 	<p>Email: MyServiceTeam@point32health.org</p> <p>Call: Option 1</p>
New Business Quotes	<p>Email: HPNewBusinessSales@point32health.org</p> <p>Call: Option 2</p>
New Business Installations <ul style="list-style-type: none"> • New case documentation including enrollment forms 	
Renewal Support (Implementation & Quoting Service Team)	<p>Email: HPSmallGroupRenewals@point32health.org</p> <p>Call: Option 2</p>
Sales Rep/Account Manager	<p>Email: first.name.last.name@point32health.org</p> <p>Call: Option 3</p>
Broker Relations Support <ul style="list-style-type: none"> • Credentialing • Commissions • Portal Password Resets 	<p>Email: Broker_Relations@point32health.org</p> <p>Call: Option 4</p>