

Insights + Updates

BROKER NEWSLETTER FEBRUARY 2023



Introducing Family-centered Care

This new program offers access to complementary services and support that aim to improve our members' overall health and well-being.

As a reminder, the core programs include:

- **NEW: Wellthy:** Caregiver support and resources for members and their loved ones. Available to Harvard Pilgrim and Tufts Health Plan fully-insured accounts as of January 1, 2023.
- **NEW: LGBTQ+ Health from Included Health:** Health care navigation, gender-affirming providers and specialized support for the needs of LGBTQ+ members and their families. Available to Tufts Health Plan fully-insured accounts as of January 1, 2023.
- **Ovia Health:** Family planning, fertility, parenting and mature women's health education and self-service tools via mobile-app focused tools. Available to Harvard Pilgrim accounts.
- **Living Well:** Dynamic tools, virtual programming and personalized activities that support emotional, physical, and workplace well-being for members. Available to all accounts of Harvard Pilgrim and Tufts Health Plan.

Employer clients and eligible health plan members will receive direct communications about these programs throughout 2023.

[Harvard Pilgrim Family-centered Care](#)

[Tufts Health Plan Family-centered Care](#)

Helping You Do Business

Important information and updates to help you manage your clients' needs.



MA Small Group Migration Support

As MA small groups continue to migrate from Tufts Health Plan to Harvard Pilgrim each month, please be aware that Harvard Pilgrim will be sending your employer clients two separate emails that include introductory information and important forms via DocuSign that need to be completed upon renewal. This planned account migration will continue to provide employer groups with comprehensive and high-quality health plan benefits and coverage. Email our Broker/Employer Service Team at MyServiceTeam@Point32health.org or call **(800) 637-4751** with any questions.

[View Employer Communication](#)



2023 Broker Compensation Brochures Now Available

We are pleased to share our 2023 Broker Compensation Program. Each state's market has a defined program to support new group sales, as well as rewards for retained groups. Log in to our **Broker Portal** under the general materials tab to view specific details. Please contact your sales executive with any questions.

HMO Enrollment Area Changes

As a reminder, the HMO enrollment area will change on **January 1, 2024**, to include fewer Connecticut zip codes applicable to our HMO plans. Employer groups may need to consider adding a PPO or POS plan design upon 2023 renewal to accommodate their employees residing in Connecticut. [Learn More](#).



Broker Portal Updates: Small Group Online Quoting and Renewals

Our latest updates will improve the quoting process:

Subscriber Level Tiers are Now Visible

- Policy Tiers can now be viewed at the top of the "View/Download Products and Rates" and "Quote Plan(s)" screens as well as on any PDF printout

Draft Quotes/Saving Your Census Now Available

- When quoting New Business you can now Save Your Census and create a "Draft Quote" to review/finish at a later time
- Newly created Draft Quotes will be visible on your New Business Dashboard to easily resume work.
- Draft Quotes can also be personalized for each client

[Log In](#)

Products and Programs

Enhancing value for members and clients.



Teladoc Access

Teladoc behavioral health providers will remain available to migrating Tufts Health Plan members through June 30, 2023. This expanded access complements our Continuity of Care (CoC) policies for migrating members who are now part of Harvard Pilgrim commercial health plans. In addition, these migrating members also have access to virtual behavioral health providers from Doctors on Demand, as part of their current Harvard Pilgrim health plan.



Expanded Text Messaging Capabilities

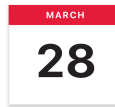
We're excited to inform you that MyWire's text messaging capabilities have been expanded to include Harvard Pilgrim membership. Our goal is to support employees in staying informed and maximizing their health plan benefits. Onboarding notifications will be distributed through the end of March to new and existing Harvard Pilgrim members.

Connecting Members with Behavioral Health Resources

We offer a wide array of programs and services to support the needs of our members. Later this year, we will further enhance our behavioral health support as we prepare to launch our integrated program to all commercial members in July 2023. In the coming months, more details will be shared on the programs, member navigation resources and provider access.

Broker Events

Save the Date for our 2023 Spring Corporate Webinar for brokers. Formal invitation with registration to follow.



Tuesday, March 28
9-10:30 am

[Harvard Pilgrim Broker Events](#)

[Tufts Health Plan Broker Event](#)

Quick Links

Easy access to the tools and resources you use most often.

[Harvard Pilgrim Products and Resources](#)

[Tufts Health Plan Products and Resources](#)

[Community Support](#)

[Company News](#)

Are You Using the Broker Portal?

Create an account for this best-in-class tool to access your online book of business, commissions, user administration and more.*

[Log In](#)



*Contact your broker administrator to create an account

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