

THINGS TO REMEMBER ABOUT YOUR MEDICAL PLAN

Atrius Health Preferred HMO

- ▶ This plan is a limited network plan – it gives you access to comprehensive care within the Atrius Health Ecosystem only.
- ▶ You will need to be sure your providers participate in the Atrius Health Ecosystem network for services to be covered.
- ▶ When you are able, using an Atrius Health provider saves you more with your out-of-pocket costs at time of service.
- ▶ Adult members must choose an Atrius Health PCP.
- ▶ Child members younger than 19 must choose an Atrius Health or Children’s Hospital Boston PCP.
- ▶ When care is received from Atrius Health Ecosystem providers, an annual deductible of \$500 for an individual and \$1,000 for a family may apply. Office visits and urgent care are not subject to the deductible.
- ▶ If care is received outside the Atrius Health Ecosystem network, the plan will not pay toward the cost of the care, except for emergency care or when covered family members are registered as out-of-area dependents.

How to find Atrius Health Ecosystem providers

- Visit www.harvardpilgrim.org/atriushealth
- At the bottom of the page under “Quicklinks,” click “2019 - Find an Atrius Health Preferred HMO doctor.”
- Find a PCP: click “Primary Care Providers (PCP)” under “Search by Provider Type.”

Using your secure online member account for quick, reliable answers

- Look up benefits and claims history, plus what you have accumulated toward your annual deductible and out-of-pocket maximum
- Learn how preventive care and medical conditions are covered
- Access helpful tools and resources, find specialists, find a personal health coach and Go Paperless
- Take advantage of discounts and savings on eyeglasses and contact lenses, dental care, nutrition and weight management programs, sneakers, fitness clubs and more



It is easy to set up your online account – 2 Steps (have your member ID card handy)

1. Go to: www.harvardpilgrim.org and select Member Login (top right corner of the home page).
2. Click **Member? Register now!**, then select “create a secure account.” Enter your Harvard Pilgrim Member ID number (found on your ID card), birth date, ZIP code and the last 4 digits of the subscriber’s social security number. Type a username and password to activate your account.

Member Services: Call **(888) 333-4742**.

For TTY service call **711**.

Representatives are available Monday, Tuesday, and Thursday 8 a.m. to 6 p.m., Wednesday 10 a.m. to 6 p.m. and Friday 8 a.m. to 5:30 p.m.

