

# 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!

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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  
be covered?

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Harvard Pilgrim SmartStart will guide you through this change.

## Talk to us!



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](https://www.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)