

New Insurance Checklist

Now that you are on Vinfen's new insurance plan, complete the checklist below to make sure you are making the most out of your coverage!



Harvard Pilgrim
HealthCare

✓ Talk to a SmartStart Harvard Pilgrim Representative & set up your account

A new health insurance plan can spark a lot of questions around your new coverage. You can call the SmartStart line: **(866) 874-0817** to get answers and make sure you are set up correctly before you utilize any benefits. Also make sure to create a member account on harvardpilgrim.org to set up your primary care provider, view your ID card and answer a brief health questionnaire. [Click here to learn more.](#)

✓ Download the Harvard Pilgrim Mobile App for easy health plan management

By downloading the free *HPHConnect* app from the Apple or Google app stores to your smartphone, you'll gain direct access to your personal HPHC account. Use *HPHConnect* to search for a provider, view your member information, including member number, viewing your personal health record, and communicate with from Harvard Pilgrim about benefits. [Click here to learn more and get started.](#)

✓ Get started or continue to use your Behavioral Health Care benefits

Once your Harvard Pilgrim membership is active, you have access to a vast network of behavioral health providers in all 50 states through Behavioral Health (UBH). These providers evaluate and treat general mental health conditions, such as depression and anxiety. This includes both in person and virtual therapy and prescribing medication when appropriate. [Click here to learn more](#) about continuing your current care, finding a new provider, or accessing behavioral health services through telehealth.

✓ Set up telehealth and save time and money with virtual appointments

As a Harvard Pilgrim member, you are covered to receive virtual visits, or telemedicine/telemental health: urgent medical care and routine behavioral health care using live video on a smartphone, tablet or computer for the same copay as an office visit. Download the [Doctor On Demand app](#) or use the website to receive treatment for common medical conditions such as cold & flu, asthma & allergies, bronchitis & sinus issues, upset stomach, rashes & skin issues, UTIs and eye issues. Physicians can send prescriptions for pick-up directly to your local pharmacy. So sign up now and be prepared when you need it the most! [Click here to learn more about your telehealth options.](#)

✓ Enroll in *Reduce My Costs* to save while getting the preventative care you need

Reduce My Costs is a program that connects you with a nurse via phone or chat to help you find care at a lower-cost high-quality facility for outpatient medical procedures and diagnostic tests. And you'll be rewarded just for using this service. Examples of procedures that might qualify for savings include: Radiology (e.g., MRI and CT scan), Lab work, Mammogram, Ultrasound, Bone density study, Colonoscopy, and other non-emergency outpatient tests and procedures. So as you plan your appointments this plan year, make sure to call Reduce My Costs at (855) 772-8366 or [visit the website](#) to save money AND get rewarded!