



SmartStart Program

Make your switch to Harvard Pilgrim easier than ever.

New plan. New benefits. Questions answered.



How soon do I get my ID card?



How can I confirm coverage for an upcoming appointment or procedure?

SmartStart will guide you through enrollment even before your plan is active.



Pre-enrollment phone line

Our pre-enrollment call center dedicated team will help answer your questions about your new benefits and connect you with a nurse care manager when you or your dependents have complex medical conditions — providing needed support even before your new plan is active.

Contact us at SmartStart@harvardpilgrim.org or call (866) 874-0817 for answers to your questions.



Member online secure account

Visit harvardpilgrim.org/cityofworcester to activate your secure account to quickly and securely access your personal health plan benefits information such as:

- › View your ID card
- › Find a doctor or a hospital
- › Select a Primary Care Provider (PCP)
- › Estimate your out of pocket costs and more