

MyConnect for BILH

Personalized, convenient support along your health care journey — available to all Beth Israel Lahey Health employees and their family members

With MyConnect, your Member Advocate team is your direct connection with Harvard Pilgrim. Whether you have questions about benefits, need help finding care, or you're trying to meet your healthy lifestyle goals, you'll have one-on-one support, so the focus is always on your needs.

We can help:

- Explain your BILH plan options during Open Enrollment, so you can choose the plan that's best for you and your family
- Find BILH primary care providers (PCPs) and specialists and schedule an appointment for you
- Answer questions about coverage and claims
- Prepare you for medical appointments by checking the status of a pre-authorization or referral, and coordinate your care
- Connect you with our clinical care team of nurses, social workers, lifestyle coaches, pharmacists and care coordinators

Get mobile

With the free MyConnect app, you'll be able to:



Connect with your Member Advocate team easily, at your convenience



Access articles, videos and other health resources



Set medication and appointment reminders



Get tips and other important messages, such as COVID-19 updates



Get alerts for upcoming or overdue preventive screenings and tests, as well as flu shot reminders



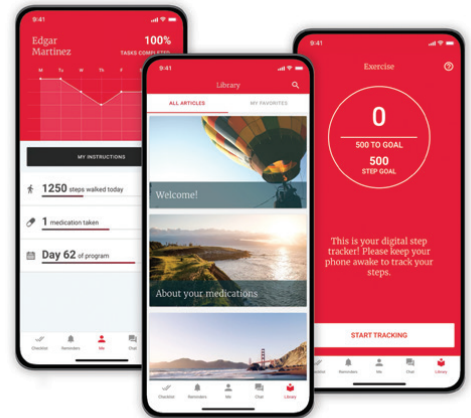
Connect through the app or call us

Download the app

- Download the free Harvard Pilgrim MyConnect mobile app to your smartphone or tablet.
- Once the app is installed, tap "Sign up."
- Enter the access code **hapiconnect**, your date of birth and your Harvard Pilgrim member ID number.
- Complete your profile and start discovering the app. **Apple device users:** Make sure you enable push notifications to receive alerts about messages and reminders from your MyConnect team.

Need help downloading or using the app?

Email health@wellframe.com or call **844-452-4085**.



Contact us

- Monday, Tuesday, Thursday: 8 a.m. – 6 p.m.
- Wednesday: 10 a.m. – 6 p.m.
- Friday: 8 a.m. – 5:30 p.m.



Use the secure chat messaging feature through the MyConnect app



Send a secure message through your Harvard Pilgrim online member account at harvardpilgrim.org/bilh



Call **866-623-0194** (be sure to have your Harvard Pilgrim ID number ready)