



Harvard Pilgrim
Health Care

a **Point32Health** company



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/create to activate your secure account and quickly access your plan benefits and information.

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