Why choose Harvard Pilgrim?

Table of Contents
Introduction .................................................................................................................................1
What makes Harvard Pilgrim the only one? ............................................................................. 2
Who is my Sales and Service Team? ........................................................................................ 3
What products are available? ....................................................................................................4
Where are Harvard Pilgrim’s doctors? ...................................................................................... 6
What programs are available to members? ................................................................................. 7
What is required for my company to receive a rate? ............................................................ 11
Next Steps ................................................................................................................................12
Introduction

We appreciate your interest in Harvard Pilgrim Health Care. This overview of our organization will explain some of the reasons why Harvard Pilgrim is the best choice for your company and its employees.

Harvard Pilgrim’s priorities have always centered on achieving excellence in all of the services we provide. Our commitment is to meet the needs of our highly valued customers and to continue delivering on Harvard Pilgrim’s mission – to improve the health of the people we serve, and the health of society.

That’s why we’re especially proud of the national recognition we have received for the outstanding care and service we provide to our members, including #1 ratings in which we lead the country for member satisfaction and quality of care and honors from J.D. Power and Associates for our HMO and PPO products.

We’d love to have the opportunity to tell you more about Harvard Pilgrim. So, after you’ve read through this overview please contact your account executive, the Harvard Pilgrim Sales Department at 1-800-848-9995, or your broker.
What makes Harvard Pilgrim the only one?

There is a difference in health plans. In fact, health plan performance is measured and reported each year by a national organization that’s considered the gold standard when it comes to improving health care quality - and they’ve rated Harvard Pilgrim #1 in America. In addition, our members have been surveyed by one of world’s leading independent research firms, and they also found that Harvard Pilgrim offers outstanding service and quality.

Rated #1 health plan in America.*
In October 2005, Harvard Pilgrim was rated the #1 health plan in America! This was a joint ranking by *U.S. News & World Report* and the National Committee for Quality Assurance (NCQA). And what’s especially rewarding about this accomplishment is that last year we were also NCQA’s #1 rated health plan in the nation for member satisfaction and quality of care. We’re very proud to be the only health plan in the nation to ever top their lists for both member satisfaction and quality of care two years in a row. Our commitment to our members won’t stop here…we’ll continue to strive for excellence and make all our members feel like they’re the only one.

Named a Distinguished Health Plan – Twice
We’ve been recognized as a Distinguished Health Plan by J.D. Power and Associates for providing “An Outstanding Member Experience” to our HMO members in Massachusetts, New Hampshire and Maine for the second year in a row, and to our PPO members in Massachusetts.

*America’s Best Health Plans is a trademark of *U.S. News & World Report*.
Source: National Committee for Quality Assurance (NCQA): *The State of Health Care Quality 2005* and *Quality Compass® 2004* and 2005, used with the permission of the NCQA. *Quality Compass* is a registered trademark of NCQA. NCQA is a private, non-profit organization dedicated to improving health care quality.
Who is my Sales and Service Team?

Everyone at Harvard Pilgrim, from the top leadership of the organization to the front lines of sales, service and care management, works very hard to develop exceptional relationships with our customers, so it’s very gratifying when they tell us we make them feel like they’re “the only one.”

**Your Sales Team**
Your account will be managed by a dedicated account executive who focuses on maximizing service and strengthening the partnership between your company and Harvard Pilgrim. Your account executive is responsible for coordinating all relevant resources within our organization and for ensuring that your needs are met. Harvard Pilgrim’s account executives are trained to consult with you or your broker to find the best options for you and your employees and to ensure that you have the information, administrative tools and service support you need, when you need it. We think you’ll notice the Harvard Pilgrim difference as soon as you start doing business with us, as our account executives are extremely qualified to lead your account, and they will support you in your work to administer a high-quality, yet administratively simple, health care plan.

**Your Account Services Team**
Working closely with your Sales Team, Harvard Pilgrim’s Account Services Department will support you in the administration of your health plan. Your Account Services Coordinator will be your central point-of-contact, and will help manage member enrollment, ID card production and distribution, member materials fulfillment, and billing and reconciliation, as well as being available at all times for general account inquiries.

**Your Employees’ Member Services Team**
Harvard Pilgrim’s Member Services Department is committed to providing our members with best-in-class service, which is one of the many reasons we’re so highly rated for member satisfaction. Members can reach Member Services by calling 1-888-333-4742, which is printed on the back of all membership cards. The Member Services Department is located at 1600 Crown Colony Drive in Quincy, Massachusetts, and is open during extended hours on Monday and Wednesday from 8:00 a.m. to 7:30 p.m., and Tuesday, Thursday and Friday from 8:00 a.m. to 5:30 p.m. (For assistance with mental health benefits, the toll-free number is 1-888-777-4742.) Members can also send questions to Member Services at any time by logging on to [www.harvardpilgrim.org](http://www.harvardpilgrim.org) and selecting “Contact Us.”
What products are available to my company?

Harvard Pilgrim has developed HMO, PPO and POS products that range from first-dollar coverage to high levels of cost sharing, and we’ve focused on giving our constituents – brokers, employers and members – the kind of information and decision-support tools they need to choose and use the best, most affordable options. You can also encourage employee engagement with our SmartSpend Flexible Spending Accounts and Health Reimbursement Arrangements. We have affordable solutions for groups of all sizes. And we’re the highest rated health plan in America for both quality and member satisfaction!

<table>
<thead>
<tr>
<th>Product</th>
<th>Description</th>
<th>Where Available</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Harvard Pilgrim HMO</td>
<td>Meets the health benefits needs of employees while helping to better manage health care costs. Requires members to choose a primary care physician (PCP) from our extensive network. The PCP coordinates overall care and refers patients to specialists.</td>
<td>Massachusetts, New Hampshire, Maine, and Rhode Island*</td>
</tr>
<tr>
<td>The Harvard Pilgrim POS</td>
<td>Greater choice, while still offering the cost savings of a network health plan. Members choose a PCP but also have the opportunity to receive care from a non-participating provider, or from a participating provider without an authorized PCP referral. Out-of-network services covered after deductibles and co-insurance have been met.</td>
<td>Massachusetts, New Hampshire, Maine, and Rhode Island*</td>
</tr>
<tr>
<td>The Harvard Pilgrim PPO</td>
<td>Members do not need to choose a PCP, and do not need referrals to see specialists. Similar to the POS product in that it allows members to access care from non-participating providers, with deductibles and co-insurance. Members have nationwide access to in-network care through PHCS network outside Harvard Pilgrim area.</td>
<td>Massachusetts, New Hampshire, Maine and Rhode Island*</td>
</tr>
<tr>
<td>Harvard Pilgrim’s Best Buy HMO and Best Buy PPO plans</td>
<td>Many of the same features as traditional HMO and PPO plans, but offer significantly lower premiums Additional cost-sharing features, such as in-network deductibles and higher copayments for certain services Products meet Dept. of the Treasury guidelines for a High Deductible Health Plan. Members are eligible to establish and contribute to individual Health Savings Accounts (HSA), a federal tax-free savings and reimbursement vehicle. Products are PPOs with standard Harvard Pilgrim network and benefits, but very different member financial responsibilities. Products operate on the HPHC Insurance Company license.</td>
<td>Massachusetts, New Hampshire</td>
</tr>
<tr>
<td>HPHC Insurance Company Best Buy HSA plans</td>
<td>Products meet Dept. of the Treasury guidelines for a High Deductible Health Plan. Members are eligible to establish and contribute to individual Health Savings Accounts (HSA), a federal tax-free savings and reimbursement vehicle. Products are PPOs with standard Harvard Pilgrim network and benefits, but very different member financial responsibilities. Products operate on the HPHC Insurance Company license.</td>
<td>Massachusetts and New Hampshire</td>
</tr>
<tr>
<td>Product</td>
<td>Description</td>
<td>Where Available</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Harvard Pilgrim NetOption NH</td>
<td>• A tiered network product in which Massachusetts tertiary hospitals require higher copayments for certain services.</td>
<td>New Hampshire</td>
</tr>
<tr>
<td>First Seniority (Harvard Pilgrim’s Medicare Advantage HMO)</td>
<td>• Participants must be entitled to Medicare Part A and enrolled in Medicare Part B</td>
<td>Essex, Middlesex, Norfolk and Suffolk counties in Massachusetts and select ZIP codes of Hillsborough county in New Hampshire.</td>
</tr>
<tr>
<td>Medicare Enhance</td>
<td>• Indemnity style plan in which Medicare is the primary payer.</td>
<td>Massachusetts</td>
</tr>
<tr>
<td>The Harvard Pilgrim SmartSpend FSA (Flexible Spending Account)</td>
<td>• Allows employees to elect voluntary payroll deductions to pay for certain health and dependent care services with pretax dollars.</td>
<td>Massachusetts, New Hampshire and Maine</td>
</tr>
<tr>
<td>The Harvard Pilgrim SmartSpend HRA (Health Reimbursement Arrangement)</td>
<td>• Eligible health services include copayments, prescription drugs, chiropractic care, dental/orthodontia, glasses and contact lenses and over-the-counter medicine.</td>
<td>Massachusetts, New Hampshire and Maine</td>
</tr>
</tbody>
</table>

*Please note that our Rhode Island network is limited and is designed solely to ensure reasonable access to primary care for Harvard Pilgrim members from accounts based in Massachusetts, Maine and New Hampshire.*
Where Are Harvard Pilgrim’s Doctors?

Harvard Pilgrim’s service area encompasses Massachusetts, New Hampshire and Maine, and our members are cared for by tens of thousands of providers throughout the region. A transition to Harvard Pilgrim is that much easier, because it’s likely that your employees will not have to change doctors. Harvard Pilgrim’s provider network offers consumers and employers an exceptional level of choice. Our members have access to more than 26,000 physicians practicing in all kinds of settings, and we are affiliated with over 142 community, specialty and teaching hospitals.

We’re always working to add new doctors for our members. For instance, when Fallon Clinic, a premier community-based physician network in central Massachusetts, joined our provider network, our members were given access to approximately 250 of their physicians and specialists.

In addition, Harvard Pilgrim has formed a strategic alliance with UnitedHealthcare to offer products combining our highly regarded provider network in Massachusetts, New Hampshire and Maine with UnitedHealthcare’s national network, with simplified administration and care management in a single, integrated package. Passport ConnectSM from UnitedHealthcare and Harvard Pilgrim Health Care is available to large, self-funded, multi-state employers that have a significant number of their employees living in the Harvard Pilgrim service area.
What Programs are Available to Me?

Disease Management Programs
Harvard Pilgrim is a nationally recognized leader in preventive care and disease management programs. Our comprehensive approach to disease management focuses on patient-centered care that coordinates resources across the entire health care delivery system and throughout the life cycle of the disease.

The success of this approach is reflected in Harvard Pilgrim’s second consecutive ranking as the number one health plan in the country in both member satisfaction and effectiveness of clinical care.

Our disease management programs work because of the unique features described below:

- **We provide patient-specific, actionable information** to clinicians about their patients with the relevant diseases – this provides doctors with the information they need to make sure members’ conditions are monitored and under control.

- **We educate our members**, arming them with the right questions, and in turn, driving clinician behavior. Even though many of the plans in the area share the same network of physicians, our results are better because we educate our members to play a role in their own health management.

- **We provide clinical information that is clear, concise, and focused**. The messages are simple – aspirin use for diabetics, weight management for heart failure, long-term inhaled steroids for pediatric asthma. These simple strategies can make significant differences in outcomes.

### Current Disease Management Programs
- Diabetes
- Asthma
- Congestive heart failure
- Coronary artery disease
- Depression
- Osteoporosis
- Pregnancy
- Oncology
- Anticoagulation management (for members taking blood thinner medication)
- Spinal cord injury
- Multiple sclerosis/ALS
- Transplants
- Menopause
- Sexually transmitted diseases
- Medication error reduction
Harvard Pilgrim *Your Member Savings Program*

Through the Harvard Pilgrim *Your Member Savings* program, our members have a wide variety of ways to save on products and services that enrich their lives and make it easier to stay healthy.

**Products/services available through the *Your Member Savings Program*:**

<table>
<thead>
<tr>
<th>Product/Service</th>
<th>Discount/Program Available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eyewear</td>
<td>Harvard Pilgrim's extensive eyewear program includes savings on eyeglasses, sunglasses and contact lenses. There's even an exclusive, free eyewear program from Cambridge Eye Doctors.</td>
</tr>
<tr>
<td>Fitness</td>
<td>With special savings on fitness clubs, in-home equipment, members can make informed decisions about how to take control of improving their physical health through exercise. Harvard Pilgrim now offers fitness reimbursement of up to $150 to all subscribers enrolled in a fully insured plan (it’s available to self-insured accounts for an additional fee). To be eligible, subscribers or their dependents need to be both a member of Harvard Pilgrim and a qualified health and fitness club for four consecutive months in 2006. Health and fitness clubs that are full-service facilities offering cardiovascular and strength-training equipment and facilities for exercising and improving physical fitness likely qualify. Most “traditional” health clubs, YMCAs and JCCs fit into this category. There is a $150 maximum reimbursement per Harvard Pilgrim policy per 12-month period. Harvard Pilgrim members are also eligible for preferred pricing at participating fitness clubs around the country through Harvard Pilgrim’s relationship with International Fitness Club Network (IFCN). Members can try out an unlimited number of participating clubs with free one-week trial passes and join the IFCN club of choice at the &quot;lowest membership rate for the type of membership selected!&quot;</td>
</tr>
<tr>
<td>Alternative Complementary Medicine</td>
<td>A 25% discount on visits to participating alternative complementary medicine providers, including acupuncturists, chiropractors, massage therapists and yoga instructors. Costs are 25% less than their regular fees, for every visit. Important note: This program is not related to Harvard Pilgrim medical benefits. Some plan designs include chiropractic coverage, in which case the provider networks and office visit benefits differ.</td>
</tr>
<tr>
<td>Weight Watchers®</td>
<td>Members can learn healthy eating habits from America's proven weight-loss leader.</td>
</tr>
<tr>
<td>Safety products</td>
<td>An array of safety products, such as bike helmets and items for the home, are available at a discount -- helping members make informed decisions about how to protect themselves and their families.</td>
</tr>
<tr>
<td>Support Plus</td>
<td>Offers members savings on brand-name comfort and support products, including footwear, support hosiery, back supports, braces, bandages and much more. Support Plus catalog items are already priced significantly below those offered by most chain drug stores and surgical supply dealers.</td>
</tr>
<tr>
<td>Marathon Sports</td>
<td>Provides members with exceptional service and expertise in helping to select footwear for an active lifestyle. The staff at Marathon sports offer foot and biomechanical analysis as well have an extensive knowledge of injuries. Harvard Pilgrim members receive 15% savings on some of the finest brands of athletic footwear.</td>
</tr>
</tbody>
</table>
### Product/Service | Discount/Program Available
--- | ---
**Audiocassettes and videos** | Many of the choices available help members to learn more about health, fitness and general lifestyle suggestions.

**Health education** | Members have the opportunity to enroll in a variety of classes and support groups, as well as gather helpful information through phone counseling, videos and online tools.

**CareScout** | A proven web-based resource dedicated to helping individuals and families make informed eldercare decisions (regarding nursing homes, home health, assisted living and hospice care). Members receive discounts on tools that include quality ratings, unbiased data, decision-making software and expert advice on more than 63,000 eldercare providers nationwide.

---

**Online Services and Programs That Are Easy to Use, Helpful and Secure**

Harvard Pilgrim offers an increasing array of convenient transactional services and personalized health care support through its Web site (www.harvardpilgrim.org). The Harvard Pilgrim website contains a wealth of information that can guide our members to better health as well as opportunities to communicate and conduct transactions with Harvard Pilgrim through HPHConnect. Our website contains information about Harvard Pilgrim, including its history, product offerings, organizational updates and recent press releases. It is specifically designed to be a resource to Harvard Pilgrim’s customer audiences -- employer groups, brokers, members and providers. There are dedicated sections for each of these audiences on the site.

---

**Online Tool** | **Features and Functionality**
--- | ---
*Member-specific tools and resources* | • **Disease, condition, and preventive care pages** – to learn more about the programs, educational materials and tools that are offered.
 • **Health topics database** – contains comprehensive information. The Web Library offers a carefully selected collection of hyperlinks to external, health web sites. Members can use the Web Librarian service to help them find health information on the Internet.
 • **Ask a Specialist** – members can post a health-related question and receive a personalized reply from a Harvard Pilgrim specialist within 3-5 business days. (Note: Harvard Pilgrim does not make diagnoses over the Internet, or give medical advice. The best source is an individual's clinician.)
 • **Prescriptions by mail** – allows members to refill certain prescriptions and have them delivered directly to their homes.
 • **Online health assessments and interactive tools** – to assist you in managing your health
 • **Subimo(TM) Healthcare Advisor** – an interactive online tool, to make key health care decisions. It includes features to manage a condition, prepare for a procedure or find a hospital based on quality, patient safety and other criteria that are important to them.
<table>
<thead>
<tr>
<th>On-Line Tool</th>
<th>Features and Functionality</th>
</tr>
</thead>
</table>
| HPHConnect for Employers | • Enroll or disenroll employees and their dependents online  
                      • Add new dependents during qualifying events  
                      • View and pay invoices online  
                      • Review, verify and approve employees’ online enrollment transactions.  
                      • Manage employee rosters  |
| HPHConnect for Members | • Enroll online  
                      • Add or remove dependents due to qualifying events  
                      • Update personal information  
                      • Order ID cards  
                      • Look up benefits information  
                      • Select or change PCPs  
                      • Check status of doctors’ and hospitals’ bills  
                      • Confirm status of authorizations for specialty care  
                      • Access Medication Profile  
                      • View list of providers  
                      • Compare hospitals and prepare for a medical procedure  
                      • Check average costs of medical services  
                      • Set health goals and manage health with online health assessments, interactive goal-setting modules, and more with the Health Coaching tools  |
| HPHConnect for Providers | • Verify patient eligibility and determine copayment amount  
                      • Send/receive specialty referrals  
                      • Submit notification/receive authorization  
                      • Submit claims and receive an electronic Claims Remittance Advice.  
                      • Verify claims payment status and get reporting information.  |
What is Required for My Company to Receive a Rate?

Underwriting Requirements for Prospects and Renewals of All Group Sizes

All rate requests must be accompanied by the following:

♦ Name of Company
♦ Group Number
♦ Name of Broker, if applicable
♦ Number of eligible employees
♦ Number of participating employees
♦ Number of employee waived due to spousal coverage
♦ Number of employees waived, not due to spousal coverage
♦ Employer contribution
♦ Company location(s)
♦ Other carriers currently offered to employees and their current rates, benefits, and enrollment

Additional requirements for POS and PPO requests

All requests for POS and PPO rates, except for sole source renewals, must be accompanied by:

♦ A census of your employees, including employee name, gender, date of birth (DOB) or age, state of residency, home ZIP code, and type of coverage (tier type).

Additional requirements for prospects and renewals seeking to replace other coverage

♦ A census of your employees, including employee name, gender, DOB or age, type of coverage.

♦ A three-year rate history including carrier name, product, anniversary date, type of coverage (fully insured or self insured), schedule of benefits and rates and enrollment by coverage type (tier).

Additional requirements for prospects and renewals seeking to replace other coverage with 100+ employees and ALL self-insured employers

♦ Two years of claims experience with corresponding enrollment by month including inpatient costs, outpatient costs, pharmacy costs, total medical costs, and number of contracts (broken out by type of coverage). Report must indicate incurred and paid dates and lag applied.

♦ Large loss and potential loss information for all members incurring in excess of $20,000 in 12 months during the past two years and those expected to incur in excess of $20,000 over the next 12 months. Report must include unidentifiable member indicator, diagnosis and/or prognosis, and the inpatient, outpatient, pharmacy, and total medical costs incurred by that member during the 12-month period.
Next Steps

We hope that this document has provided a solid overview of how Harvard Pilgrim does business and serves its members. Our recent achievements and ongoing initiatives continue to improve the quality of the service we provide. As America’s highest rated health plan, we’re also making great health care a little easier and we’re pleased that it all contributes to serving you and your employees better.

For additional information on how Harvard Pilgrim can offer you the best value in health care coverage, please contact your Account Executive, the Harvard Pilgrim Sales Department at 1-800-848-9995, or your broker.