

Frequently Asked Questions

What is Harvard Pilgrim Listens?

Harvard Pilgrim Listens is an online community for our members to share their feedback, opinions and ideas with other members and the key stakeholders at Harvard Pilgrim Health Care. We aim to find out what you think about ideas for new plans and services, communications, digital tools and more. We'll use what we learn to build and improve our products, programs and services, so we continually are providing value to our members.

How does it work?

You have access to a community portal, where you can stay up-to-date with everything that's happening within the community. From there, or via email, you will receive a few activities a month to share your opinions on health-related topics.

Why Join?

Joining Harvard Pilgrim Listens is a great way to have your voice heard. Your feedback will be used to help us shape our broad portfolio of products and services for members. Each month that you participate in an activity, you will be automatically entered into a contest drawing for a \$100 gift card. You'll also receive regular updates on what we're doing with your feedback.

Who is eligible to join?

To qualify for the community, you must be:

- 18 years of age or older
- A U.S. resident
- Enrolled in a Harvard Pilgrim health plan
- Not a current employee of Harvard Pilgrim or its affiliates

What do I need to participate?

- Internet access.
- A valid email address that only you use and that you check fairly often. Activity invitations sent to that email should be accessed only by you, and not by a spouse or other household member.
- You will be asked to agree to the community's Term of Use.

How often will I be contacted?

We are committed to contacting community members no more than a few times per month, with a community portal that is available to members at any time. We will use the information you provide to send you activities that seem like they'd be a good fit.

How do you keep my information confidential and secure?

Your privacy is very important to us. We have a process in place to ensure that information provided by community members is kept confidential. Our processes are consistent with market research and health insurance industry standards and comply with applicable state and federal privacy and security requirements. To review Harvard Pilgrim's Privacy Policy, click [here](#).

What if I have technical problems (e.g., logging on or viewing a survey)?

For technical issues, please contact support@icanmakeitbetter.com
For all other issues, please contact Harvard_pilgrim_listens@hphc.org.

Who is icanmakeitbetter?



Harvard Pilgrim LISTENS

icanmakeitbetter is a partner Harvard Pilgrim selected to help us deliver the community experience to our consumers. Click [here](#) to view their website and find out more about them.

I'm no longer a Harvard Pilgrim member – what do I do?

You can remain on the panel if you want to continue to provide us with your feedback.

How do I contact Harvard Pilgrim Listens to ask a specific question?

Send an email to harvardpilgrimlistens@hphc.org. Please allow 24-48 business hours for a response from our team.

What if I have other questions about Harvard Pilgrim?

For questions about your benefits or health insurance information, please visit www.harvardpilgrim.org/members or call (888) 333-4742. For TTY service, call (800) 637-8257.