

Online or by phone, we're here for you!

We have a variety of ways for you to get the information and services you need, when you need them. Whether you are looking for **personalized health information** to help improve your well-being, **have a benefit question** or want to **replace an ID card**, you can contact us when and how it's convenient for you.

Services @ www.harvardpilgrim.org

Our most popular health improvement features!*

- **Current and reliable health information** - Our A to Z database contains health information provided by doctors at leading medical institutions, including the faculty of the Harvard Medical School. If it's a particular symptom you're experiencing, you can use Symptom Lookup. And our Web Library offers a selection of external health-related links. If you still can't find what you are looking for, just ask our Web Librarian to research specific topics for you.
- **Mail service prescriptions** - Refill and have prescriptions you must take regularly delivered to your home with our Online Drugstore.
- **Set health goals** - Manage your health with online health assessments, health quizzes, fitness classes and more!
- **Support for specific health conditions** - Our Disease and Condition Management section offers resources and tools to help people with asthma, diabetes, heart disease and depression.

Additional resources online

- **Member savings** - Take advantage of great member savings on fitness club memberships, sports footwear, eyewear, Weight Watchers® and much more.
- **Health classes** - Find a wide range of local health classes and support groups, plus telephone counseling, videos and Internet-based information to help you reduce stress, maintain a healthy weight, quit smoking and improve your well-being.
- **Preventive care guidelines** - Check Harvard Pilgrim's latest recommendations for screening tests and immunizations to help keep you healthy.



*Harvard Pilgrim does not make diagnoses over the Internet or give medical advice. The best source is your physician.

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Harvard Pilgrim
HealthCare



Harvard Pilgrim
HealthCare of New England

Making great health care a little easier.™

HPHConnect – the secure and easy way to manage your coverage**

HPHConnect for Members, available to members 18 years and older, lets you easily manage your health coverage without spending time on the phone or filling out paperwork—and it's free!

Your health plan information

- Enroll in Harvard Pilgrim or change products if your employer offers this option.**
- Select or change a Primary Care Physician (PCP).**
- View your benefits information.
- Update your name, address, phone number and e-mail.**
- Order replacement ID cards.**

Your health history

- See a list of the doctors who have cared for you as a member.
- View your prescription drug history.
- Check the status and amount of doctors' and hospitals' bills for care you have received as a member.
- Check the status of referrals you received from your doctor to see a specialist, including the start- and end-dates of specialty referrals. You can also check the status of authorizations for care, when they are required.

Your health advisor

- Have a question about a specific medical issue? With Ask a Specialist, you have e-mail access to some of the area's leading specialists.
- Compare hospitals using information about quality, patient safety and other criteria that are important to you.
- Review information about dozens of treatment options and learn how to prepare for a surgical procedure.
- Look up typical outpatient medical procedures and their estimated range of costs.

By phone

Of course, we're always available by phone. In addition to our member services staff, you can receive information any time of day or night through our interactive voice response system.

Contact member services at

1-888-333-4742 weekdays from 8:00 a.m. to 5:30 p.m., with extended hours until 7:30 p.m. on Mondays and Wednesdays.

If you are deaf or hard-of-hearing, please call **1-800-637-8257** for TTY service.

Interactive voice response – Call the member services number at **1-888-333-4742** anytime to find out if you and your family members are eligible for Harvard Pilgrim, or order ID cards and other member materials.



**Currently available only to subscribers through HPHConnect for Members. Other limitations may apply.



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These materials provide information on Harvard Pilgrim Health Care and its affiliates, Harvard Pilgrim Health Care of New England and HPHC Insurance Company.

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