

Harvard Pilgrim has your back – and the rest of you, too.

Count us in ...

- ▶ to help you be as healthy as you can be
- ▶ to make it easy for you to get things done
- ▶ for savings on products and services that can help you lead a healthy lifestyle

Strong coverage and provider choice

Harvard Pilgrim offers a variety of plans featuring **the comprehensive coverage you want**, including benefits for many preventive services. You can choose from HMO and money-saving Best Buy HMO plans with different deductibles, as well as HSA HMO and PPO plans.



Our **expansive provider network** means chances are very good that the doctors, health professionals and hospitals you know and trust accept Harvard Pilgrim. To find out if yours do, check our provider directory at www.harvardpilgrim.org.

Health and wellness support

- Harvard Pilgrim's **personal health coaches** help members make informed decisions about lifestyle management opportunities. Members ages 18 and older can choose to receive personalized, telephonic support from a Harvard Pilgrim personal health coach, a registered nurse certified in lifestyle management coaching. Our coaches work with members in areas including:



- Blood pressure control
- Weight management
- Exercise
- Nutrition
- Smoking cessation
- Stress reduction and life balance
- Lowering cholesterol
- Dealing with back pain

Taking the Harvard Pilgrim health questionnaire (see below) is the first step toward setting up a plan with a personal health coach. Just say “Yes” on Question 50, and a coach will contact you to help you plan and achieve health improvement goals.

- Our **health questionnaire** gives you a comprehensive picture of your health status. It provides you with valuable information about your health and lifestyle, and helps you identify areas for improvement. You'll receive an immediate, easy-to-read summary profile and information on what you can do to reduce risks by changing specific health behaviors. Visit www.harvardpilgrim.org/wellness to learn more.



- Our **nurse care managers** act as a health advocate for those with more complicated medical conditions, including those with a chronic disease or illness. They will work with you, your primary care provider and other health resources to:



- Assess your health care needs
- Coordinate your health care services
- Develop a customized plan, where appropriate, that includes education and disease prevention strategies
- Help you monitor your customized plan and/or your ongoing health care needs
- Help ensure you receive the highest quality care in a location and setting that is best for you

continued on reverse ▶



Online tools and resources

- Harvard Pilgrim's **member Web site** (www.harvardpilgrim.org) can help you find the information you need to make the most of your plan, including health and wellness information, tools and resources. You can:
 - Look up health topics from A to Z
 - Learn more about medications and find useful resources for where you are in life
 - Take a health questionnaire
 - Find life-stage-based health and wellness information
 - Take informative quizzes on a variety of health topics
 - Download mindfulness resources such as an e-learning course and free MP3s
 - Participate in My Way to Better, a fun online quiz that centers on your interests and behaviors and provides specific recommendations within our wellness offerings.
- **HPHConnect** for Members, a secure, password-protected online account, helps you **manage your personal health**. When you want to check your benefits or find out what your deductible balance is, take care of it wherever and whenever you want with an **HPHConnect** for Members account. With **HPHConnect**, you can also:
 - Replace lost ID cards
 - Change your primary care provider
 - Track your health history
 - Compare hospitals
 - Shop for health care using cost and quality information with Now iKnowSM



Savings on healthy lifestyle programs and services

- Harvard Pilgrim's **Your Member Savings** program can save you money on programs and services that can help you live a healthy life, including:
 - Nutrition and weight loss programs such as Jenny Craig[®] and DASH for Health[®]
 - Eyewear savings at popular eyewear locations including Visionworks, JC Penney[®] Optical, LensCrafters[®], Pearle Vision[®], Sears Optical and Target Optical^{2,3}
 - Complementary and alternative medicine
 - Discounts on dental procedures through Universal Dental Plan
 - Massage therapy services at Massage Envy
 - Elder care services, athletic footwear, smoking cessation programs, safety and comfort care products and much more



Visit www.harvardpilgrim.org/savings to find out more.⁴

Questions?

If you're not yet a member and have questions about our plans, call the Massachusetts Health Connector at **1-877-MA-Enroll** (1-877-623-6765), TTY 1-877-623-7773.

² Frames and lenses must be purchased in the same transaction to receive the full discount. Items purchased separately will be discounted. Discount not available on frames in which the manufacturer prohibits discounts.

³ Discount not available for disposable contact lenses.

⁴ These savings programs are not insurance products. Rather, they are discounts for programs and services designed to help keep members healthy and active.

