

Broker & Employer Small Group Service Team Reference Guide

Service Team Phone Number: 800-637-4751

Implementation, Quoting & Service	Harvard Pilgrim Health Care Products
<p>Active Group Health Plan</p> <ul style="list-style-type: none"> • Enrollment forms & eligibility • Account maintenance • Billing, premium, and ASO fee invoices • Claims 	<p>Email: MyServiceTeam@point32health.org Call: Option 1</p>
<p>Broker Assistance/Broker Relations Support</p> <ul style="list-style-type: none"> • Credentialing • Commissions • Portal Password Resets 	<p>Email: Broker_Relations@point32health.org Call: Option 2</p>
<p>New Business Quotes</p>	<p>Email: HPNewBusinessSales@point32health.org Call: Option 3</p>
<p>New Business Installations</p> <ul style="list-style-type: none"> • New case documentation including enrollment forms 	
<p>Renewal Support (Implementation & Quoting Service Team)</p>	<p>Email: HPSmallGroupRenewals@point32health.org Call: Option 3</p>
<p>Sales Rep/Account Manager</p>	<p>Email: first.name.last.name@point32health.org Call: Option 4</p>