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## Insights Updates

BROKER NEWSLETTER | WINTER 2025



Foundation Awards Millions  
in Social Justice Grants

Our Foundation invests in nonprofit organizations across New England to support, advocate for, and advance healthier lives for all Harvard Pilgrim members. We recently pledged \$15 million in grants over the next five years, reflecting the organization's commitment to address social, racial and health inequities in the communities we serve.

[Learn More](#)

## Helping You Do Business

### 2025 Broker Compensation Program

Our 2025 Broker Compensation Brochures are now available. Log in to your **Broker Account** to view specific details by state.

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### Now Available: 2025 Administrative Guide

The 2025 edition of the Harvard Pilgrim Health Care Administrative Guide for Employers, Brokers and Third-Party Administrators (TPAs) is now available online. This guide answers the most common questions and assists with the completion of membership transactions, including instructions on enrollment procedures and premium payments.

[Learn More](#)



### Coming Soon: Multifactor Authentication

Harvard Pilgrim is updating the multifactor authentication for broker accounts beginning this February. You will be prompted to choose one of two ways to generate a one-time authentication code:

1. By using your valid email address
2. By downloading an authenticator app on your mobile device.

To ensure we have your correct information, log in to your account today and select “My Profile” to confirm your email and phone number. For more information visit our [FAQ page](#).

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## Coming Soon: RxDC Survey for Employers

In accordance with the Consolidated Appropriations Act, we are collecting certain premium data for the 2024 prescription drug data collection (RxDC) report, required by the Centers for Medicare & Medicaid Services (CMS). We are planning to email a survey and instructions to all Harvard Pilgrim employer groups in mid-February, followed by a series of reminder emails. The survey deadline will be in late March.

If you or your clients have any submission questions, please email [RxDCDataCollection@point32health.org](mailto:RxDCDataCollection@point32health.org) or contact your Account Manager.

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## New Member Support

Our suite of tools and resources ensures a seamless onboarding experience for new members. Through MyWire, our secure text message channel, new members receive a series of messages guiding them on how to access plan information, find doctors and understand their benefits. These messages also provide education on behavioral health access, exclusive discounts, perks and other health plan resources.

As a reminder, migrating members also receive a welcome postcard in addition to the text message journey to help them get started.

[Learn More](#)

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## CAA Gag Clause Attestation

In compliance with the 2021 Consolidated Appropriations Act, we’ve posted an important notice regarding the Gag Clause Prohibition Compliance Attestation for Fully Insured Plans (filed in December 2024). Please log in to your [Broker Account](#) to view the notice in full.

# Products and Programs

## New: Expect Virtual Fitness Program

Eligible Harvard Pilgrim commercial members now have discounted access to Expect, a virtual, OB/GYN-approved, fitness program for women looking to become pregnant, are pregnant or postpartum. Members can get a 25% discount on a monthly or annual Expect subscription. Every workout offered by Expect, including a pelvic floor series, is OB-GYN-approved.

Members with access to the Harvard Pilgrim Wellness Reimbursement or Fitness Reimbursement can also submit their Expect subscription for reimbursement.

[Learn More](#)

## New: Mom's Meals

Harvard Pilgrim commercial members now have access to Mom's Meals, a delivery service that provides refrigerated, ready-to-heat meals to homes throughout the U.S. The meal offerings include menus designed by chefs and dietitians that support the nutritional needs of most common chronic conditions, as well as members' overall well-being.



[Learn More](#)

## Exceptional Behavioral Health Support

Since the launch of Harvard Pilgrim's integrated behavioral health program in November 2023, members have reported overwhelmingly positive feedback:

- 9 out of 10 members were satisfied with the Behavioral Health Service Navigation program.
- 89% of members felt the service navigator met their needs effectively.

- Nearly all members felt their service navigator was courteous and knowledgeable, listened carefully, and showed empathy.

Our program is designed to strengthen the member experience, enhance access to care, and promote self-service tools. Plus, personalized interactions help members find the care they need faster.

[Learn More](#)

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## Good Measures Healthy Weight Program

Harvard Pilgrim has seen strong engagement in the Good Measures Healthy Weight program since its launch last year. Eligible members can continue to leverage our work with Good Measures to access individualized support if they are looking to lose weight, prevent or manage a health condition, or make better food choices—all at no additional cost.\*

\*The Good Measures Healthy Weight program is available to eligible Harvard Pilgrim Health Care members including all fully insured members (group and individual commercial plans). For self-insured accounts, program eligibility and benefits may vary by employer, plan and state. An annual medical claim for nutritional counseling services will be submitted by Good Measures for engagement in the program.

[Learn More](#)

## Registration is Now Open

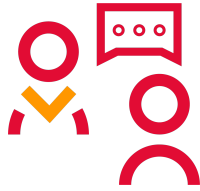


### Spring Commercial Broker Webinar

**9:00 AM–10:00 AM**

This event is for all states and will provide details on several areas of our commercial portfolio.

[Register Now](#)



## Questions?

Contact your account executive or call **800-637-4751**.



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