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Insights Updates

EMPLOYER 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 also invest in community-led solutions that address systemic inequities in the states where we do business. Recently, we pledged \$15 million in grants to support these goals and the communities we serve.

[Learn More](#)

Employer Tools + Policy Updates

Now Available: 2025 Administrative Guide

This guide answers common questions and assists with membership transactions, including instructions on enrollment procedures and premium payments for employers, brokers and third-party administrators (TPAs).

[Learn More](#)



Coming Soon: Multifactor Authentication

Harvard Pilgrim is updating the multifactor authentication for employer accounts beginning in mid-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](#).

CAA Gag Clause Attestation

Harvard Pilgrim successfully filed the annual Gag Clause Prohibition Compliance Attestation for reporting year 2024 for its fully insured group and individual health plans subject to the requirements of Section 201, Increasing Transparency by Removing Gag Clauses, of the 2021 Consolidated Appropriations Act. Please see your account manager or broker with any questions.

Supporting Your Employees

Comprehensive New Member Support

Harvard Pilgrim is making the business of health care simpler for you — and easier for your employees to access:

- **Secure Member Account:** Employees can instantly create an online account to view their health plan benefits, ID cards, find a provider, get treatment estimates and much more.
- **MyWire:** Our secure text message channel helps new employees maximize their health plan benefits with personalized updates about plan offerings, discounts and other educational information.
- **Resource Hub:** Employees can visit our website for updated information about our programs, tools and resources.
- **Behavioral Health Benefits:** Employees can access a comprehensive network of behavioral health care providers plus innovative programs and services.

Streamlined Provider Search

As a reminder, our online provider directory is updated daily. Employees can search for participating primary care providers (PCPs), specialists, hospitals, and behavioral health providers in three simple steps:

1. Log in or active their **secure member account** for personalized results
2. Use the "**Find a provider**" tool to search by specialty, location, name or distance.
3. Refine search details such as in-office or virtual availability or new patient acceptance status.

Employees can also search without logging in at harvardpilgrim.org/providerdirectory, by using the plan information on their member ID card.

Exceptional Behavioral Health Support

Since the launch of Harvard Pilgrim's behavioral health integrated 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, 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 guide members find the care they need faster.

[Learn More](#)

Products and Programs

New: Expect Virtual Fitness Program

We're pleased to expand our maternal health services with the addition of Expect virtual fitness programming and discounts. Eligible Harvard Pilgrim commercial members can access this 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.

As an added bonus, 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 overall well-being.



[Learn More](#)



Living Well at Home Update

To reflect our commitment to enhancing the well-being of all communities we serve, our Living Well at Home program has been rebranded to Living Well Community. Members will continue to have access to a range of wellness programming, which includes wellness webinars, meditation sessions, and fitness classes from cardio dance to yoga. All classes remain available to everyone at no cost and easy to access via Zoom.

[Learn More](#)

Good Measures Healthy Weight Program Success

Harvard Pilgrim has seen strong member engagement in the Good Measures Healthy Weight program since its launch last year. In fact, we're proud to share:

- 67% of enrolled members lost weight
- 75% of enrolled members improved their A1C
- Nearly 80% of enrolled members are actively working with health coaches

Eligible members can continue 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.*

*Data based on 2024 utilization. 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](#)

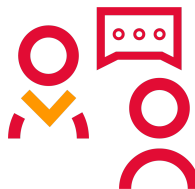
Leading the Way

We are proud to offer the nation's only, fully integrated behavioral health program, which includes a broad range of clinician-led and self-paced care tools including a robust service navigation team for health plan members seeking more complex care or resources.



"I always felt heard. Kaitlyn took my needs seriously, checked in frequently, and was very supportive. She helped me find the right providers — not just the first available ones — after I had given up trying on my own."

Harvard Pilgrim Member



Need Support?

Email the Broker & Employer Service Team at myserviceteam@point32health.org call **800-637-4751**.



We Make Managing Your Group Easier

Learn how to use the online tools in your secure employer account with this step-by-step tutorial.

[Get Started](#)

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