



Harvard Pilgrim  
Health Care

a Point32Health company



## SmartStart Program

Make your switch to Harvard Pilgrim easier than ever.



**New plan. New benefits. Questions answered.**

- How soon do I get my ID card?
- How can I confirm coverage for an upcoming appointment or procedure?
- How will my medications be covered?

**SmartStart will guide you through enrollment even before your plan is active.**

### **Pre-enrollment phone line**

Our pre-enrollment call center dedicated team will help answer your questions about your new benefits and connect you with a nurse care manager when you or your dependents have complex medical conditions —providing needed support even before your new plan is active.

**Contact us at [SmartStart@harvardpilgrim.org](mailto:SmartStart@harvardpilgrim.org)  
or call 866-874-0817 for answers to your questions.**

### **Member online secure account**

Visit [harvardpilgrim.org/create](https://harvardpilgrim.org/create) to activate your secure account and quickly access your plan benefits and information.

- View your ID card
- Find a doctor or a hospital
- Select a Primary Care Provider (PCP)
- Estimate your out of pocket costs and more