



**2024  
Open Enrollment**



# Value Added Programs

# NEW: Up to \$300 Wellness Reimbursement

**Effective January 1, 2024**

**Get reimbursed for fees you pay toward wellness activities**

- ✓ Fitness facility monthly fees
- ✓ Virtual fitness class subscriptions
- ✓ Studios or facilities that offer monthly fees or tuition for dance, gymnastics, swimming or martial arts
- ✓ Cardiovascular and strength training equipment
- ✓ Athletic fees: seasonal town, club or school
- ✓ Select nutrition programs: PlateJoy, MyPlate Calorie Counter, Wondr, Noom, Eat Right Now, Weight Watchers, Savory Living, My Fitness Pal, Lose It!, EatLove, Stronger U, The Dinner Daily
- ✓ Select mindfulness meditation programs: Calm, Ten Percent Happier, Headspace, The Mindfulness App, Meditation Studio, Insight Timer

# Wellness Reimbursement Eligibility Criteria

- Member must be eligible for the standard Fitness or new Wellness reimbursement program through a Harvard Pilgrim plan
- Qualified fees or subscription must be for at least four months in a calendar year. Validation is subject to approval by Harvard Pilgrim
- Current Harvard Pilgrim membership must be at least four months in a calendar year and must coincide with four months of membership or subscription

# How to Get Your Wellness Reimbursement



**Sign up**



**Participate**



**Submit the  
Reimbursement Form**

## **Getting reimbursed is simple!**

Pay up to four months of your membership or subscription fees. Or pay for your qualified cardiovascular/strength training equipment.

After four month of Harvard Pilgrim membership:

- Submit your request online.
- Complete the paper form and mail it to the address on the form, along with copies of your receipts.

You can submit your request starting May 1 of the current calendar year.

Go to [harvardpilgrim.org/reimbursement](https://harvardpilgrim.org/reimbursement) for more details.

# Health Coaching

**Personalized phone support on the path to a new you**



## **Get advice and tips on how to:**

- Control blood pressure
- Stop smoking
- Manage weight & eat a more balanced diet
- Reduce stress and balance a busy lifestyle
- Increase physical activity
- Cope with back pain

**Call (877) 594-7177 to get started**

# Living Well<sup>SM</sup> at Home Programs

Available at no cost to everyone at [harvardpilgrim.org/livingwellathome](https://harvardpilgrim.org/livingwellathome)

- **Live webinars:** healthy eating, mindfulness, fitness and more
- **Live home fitness classes** including Zumba, yoga and barre
- **Private Facebook group** brings community together



## Yoga

M & W

5:15 - 6:15 p.m. ET



## Guided Mindfulness

T, W, Th

8:30 - 9 a.m. ET



## Zumba

T & Th

5:15 - 6:15 p.m. ET



## Health & Wellness Webinars

W & Th


1 - 1:30 p.m. ET

# Mind the Moment Program

**Our innovative mindfulness program offers the communities we serve a sense of stability with programming designed especially for the public.**

- Virtual, interactive mindfulness sessions with short bursts of instruction, followed by mini meditations, all featuring our team of instructors
- Hundreds of hours of videos produced by our experts
- Playlists of guided meditations
- Resources for mindfully managing pain – in English and Spanish, available at [mindful.org/pain](https://mindful.org/pain).

Visit [harvardpilgrim.org/mindfulness](https://harvardpilgrim.org/mindfulness)



### Guided Mindfulness Sessions

Experiment with short bursts of mindfulness instruction, followed by mini meditations, led by our team of expert instructors.

Tuesdays from 8:30 to 9:00 a.m. ET

[JOIN THIS SESSION](#)

Thursdays from 8:30 to 9:00 a.m. ET

[JOIN THIS SESSION](#)

MINDFUL.ORG ENGLISH

## Prácticas para el dolor



PRÁCTICAS PARA EL DOLOR

Atención plena para la práctica del dolor: Grupo de apoyo interno

CHRISTIANE WOLF



PRÁCTICAS PARA EL DOLOR



Atención plena para la práctica del dolor: pidiendo y recibiendo ayuda



# Weight Management Class Reimbursement



## Support and an incentive to reach healthy weight goals

Members can get reimbursed \$150 for fees paid for qualifying weight management programs, which include:

- WW (Weight Watchers®) digital and workshop programs
- Hospital-based weight loss programs

Go to [harvardpilgrim.org/reimbursement](https://harvardpilgrim.org/reimbursement) to download the Reimbursement Form.

# Perks and Discounts

**A wide range of healthy savings opportunities for members**

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## **Fitness, personal training, yoga virtual programs or products**

- Daily Burn
- Ompractice
- ProSourceFit



## **Healthy Eating**

- Savory Living
- The Dinner Daily
- Eat Right Now



## **Mindfulness Programs**

- Ten Percent Happier
- Unwinding Anxiety
- Sana Health



## **Family & Senior Care**

- Be Safer at Home
- Lively
- Life Cycle Transitions
- Home Instead Senior Care
- Vigorous Mind



## **Smoking Cessation**

- Craving to Quit
- QuitSmart



Magic Weighted Blanket, Mindful Magazine, and more!

# Telehealth options with Doctor On Demand

## Non-emergency virtual care 24/7

- Connect with a U.S. board-certified physician in less than 15 minutes from your smartphone, tablet or computer
- Get care for concerns such as bronchitis, sinus issues, pink eye, UTIs, or skin rashes

## Confidential behavioral health therapy

- Licensed providers can help with anxiety, depression, grief, family issues, trauma or PTSD
- Choose from a variety of therapists with different backgrounds and specialties, and build a relationship with the provider who best meets your needs

**Providers can order prescriptions\* at the member's local pharmacy when medically necessary**

\* Doctor On Demand physicians do not prescribe controlled substances and may elect not to treat or prescribe other medications based on what is clinically appropriate.

## What members are saying



95% case resolution rate



4.5 min average wait time



4.9 out of 5 stars average rating



Providers with 17+ years average experience and diverse background



**60%**  
Female



**69%**  
Parents



**20%**  
LGBTQ+



# **Behavioral Health: A Whole Person Care Approach**

# Behavioral Health Program Overview

This enhanced model is comprised of a broad, insourced provider (medical and behavioral health) network in New England and nationwide, new service navigation program, and further complemented by covered benefits and access to additional behavioral health-focused programs and resources.

## Broad Access to Doctors & Specialists

Our regional and nationwide provider networks help members receive the care they need conveniently and efficiently (based on health plan designs).

## Service Navigation for Personalized Support

Our team of service navigators helps guide members to needed behavioral health resources and can help with setting up appointments with new providers for specialized care and support.

## Innovative Self-Service Tools & Specialty Care

Through innovative partnerships, we provide specialized behavioral health services, including self-service digital tools for conditions like depression, anxiety, autism, and substance use.

## Optimized Care Management & Coordination

Our internal clinicians and licensed care managers work together – and with members and their doctors to better manage their needs and provide 1:1 support.

# Behavioral Health: Service Navigation Team

Our specially trained Service Navigators provide personalized help to find and access the care that's right for you and your dependents.

## They can help you:



Navigate the complex health care system through enhanced personalized interactions



Connect to Harvard Pilgrims' support and programs, such as care managers



Locate providers and obtain timely behavioral health appointments



Learn more about the innovative tools and services we offer to support your needs

# Behavioral Health: Self-Service Tools & Specialty Care

Personalized and effective care, with a focus on improving access to care and overall health outcomes.

## Virtual Therapy Services

Available seven days a week to support your mental health and well-being, including licensed coaching, talk therapy, medication management and more:

- ✓ AbleTo
- ✓ Doctor On Demand
- ✓ Valera Health

## Specialty Care Providers

Quick and easy access to care for autism spectrum disorder for children, and outpatient psychiatry and therapy for adults, children and adolescents:

- ✓ Cortica
- ✓ Transformations Care Network

## Substance Use Treatment

A range of treatment options, with support from our internal care management team after inpatient treatment:

- ✓ Multiple network providers, including Spectrum Health
- ✓ Our Addiction Recovery Care Management Team

If you're experiencing a crisis or emergency, you should always call 911 or go to the nearest emergency facility right away.

# Decision & Enrollment Support



# NEW! Effective 10/1/2023 - MyConnect

**Personalized, convenient support along your health care journey**

**MyConnect**, a Member Advocate service team, is your direct connection with Harvard Pilgrim. Available to you and your family members, whether you have questions about benefits, need help finding care or you're trying to meet your healthy lifestyle goals. You'll have one-on-one support, so the focus is always on your needs.\*

## We can help:

- > Explain your plan options during Open Enrollment, so you can choose the plan that's best for you and your family
- > Find primary care providers (PCPs) and specialists
- > Answer questions about coverage and claims
- > Prepare you for medical appointments by checking the status of a pre-authorization or referral, and coordinate your care
- > Connect you with our clinical care team of nurses, social workers, lifestyle coaches, pharmacists and care coordinators

**Contact us: Call 866-623-0184**

Monday, Tuesday, Thursday: 8 am - 6 pm  
Wednesday: 10 am – 6 pm  
Friday: 8 am – 5:30 pm

- Send a secure message through your Harvard Pilgrim online member account at [harvardpilgrim.org](https://www.harvardpilgrim.org)


# Decision Doc

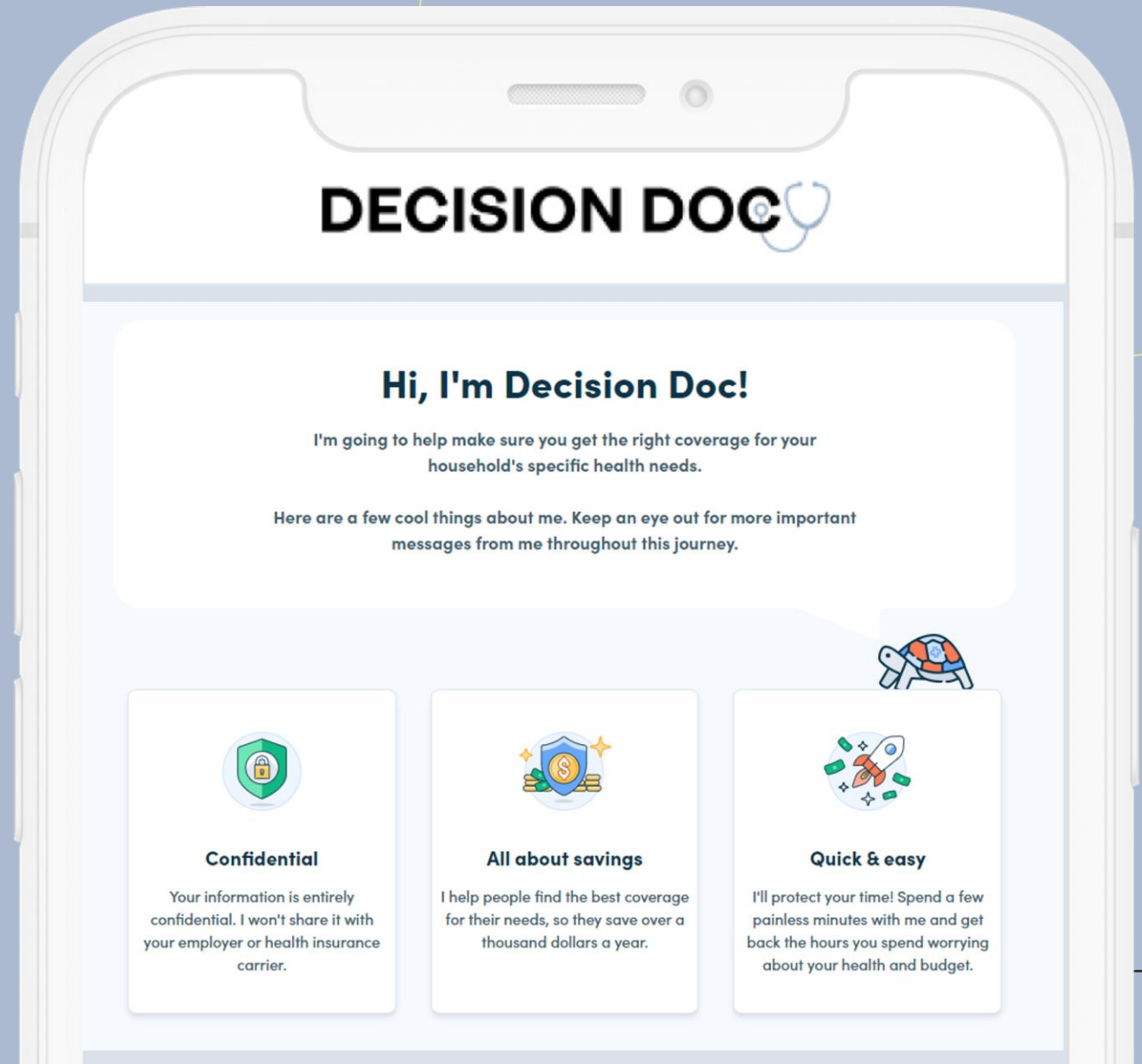
Helps you choose the right health plan for you and your family.

## Why Use Decision Doc?

 ~\$1,300 savings per employee

 5-10 minutes to complete

 All information is **secure and confidential**



# Get Started Today

Choosing the right coverage is complicated. Make it easy with **Decision Doc**—full coverage, digital guidance.



Access Decision Doc here:

[www.myhyke.com/holycross2024](http://www.myhyke.com/holycross2024)



## How it works

Share your medical and pharmacy needs in  
~5 minutes

Here are some common health events. Do any of these apply to you or your household?

- Specialists Visits or Special Health Consults
- Pregnancy or Fertility Treatment
- Surgeries and Procedures
- X-Rays, Imaging, or Lab Tests
- I don't need any of these services.

Receive personalized guidance on optimal plan

Check out how your plans stack up! I've crunched the numbers so you can make the right choice for your household. Scroll down to view all the details.

**WINNER:** **HMO 250**

Individual You  
Key Factors: Minimal Usage Reported

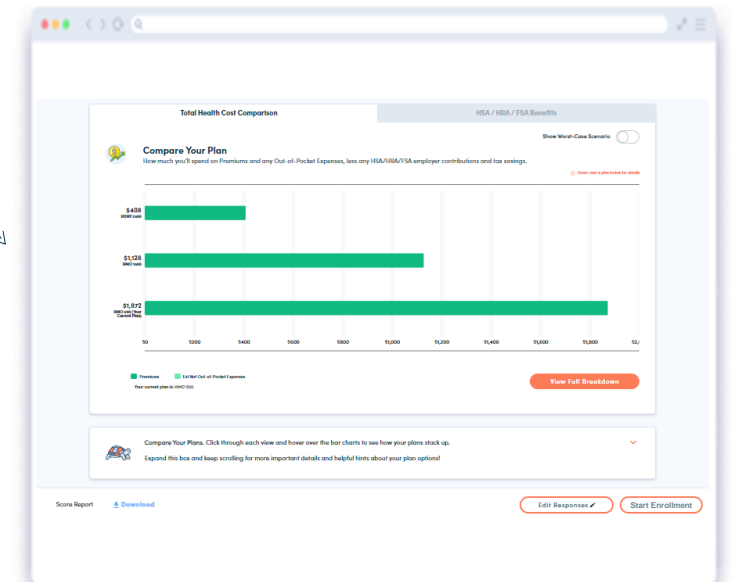
**Your Winning Plan Breakdown**  
This breakdown shows you the numbers I think are most important.

<b>\$408</b> TOTAL HEALTH COSTS	<b>\$408</b> Annual Premium	<b>\$0</b> Est. Net Out-of-Pocket Costs
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Find out more. Here are a few great features of your winning plan we would like to show you.

**Premium Savings**  
Your winning plan will save you \$720/year in premiums. Consider putting this amount into your HSA, tax free, to help pay for services!

Enroll & save!



# Member Experience: Services, Tools & Opportunities

Our digital tools are designed to educate members, encourage healthy behaviors, maximize plan benefits and create a seamless transition.

## Communications & support

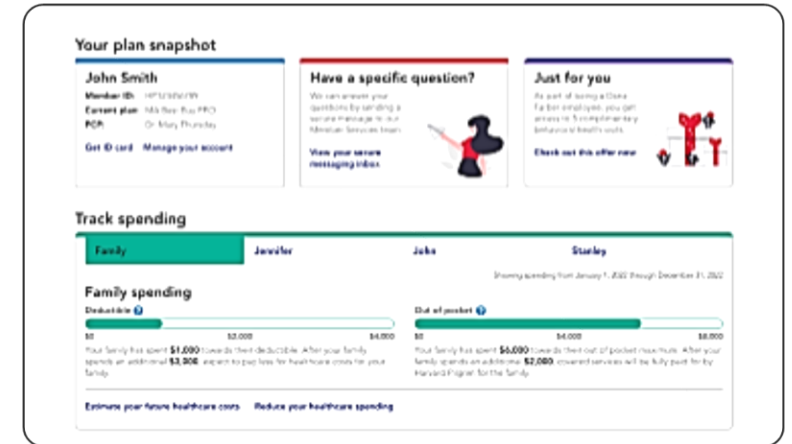
- Welcome Communications
- Member Portal dashboard
- Text-based Messaging
- Digital Welcome Guide
- Quarterly Member Newsletter
- Open Enrollment Materials
- Dedicated phone support
- Secure email, mobile app & Chat Bot support

## Cost savings tools

- Cost calculator tool (*Estimate My Cost*)

## Digital care & well-being tools

- Virtual wellness platform, education and classes
- Mindfulness
- Personal health coaching
- Behavioral health-focused tools
- Maternal health-focused tools
- Telehealth for 24/7 support – non-emergency

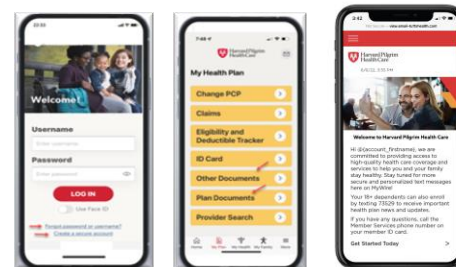


### Guided Mindfulness Sessions

Experiment with short bursts of mindfulness instruction, followed by mini meditations, led by our team of expert instructors.

Tuesdays from 8:30 to 9:00 a.m. ET  
[JOIN THIS SESSION](#)

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Ask HaPi

Hi, welcome to Ask HaPi! I'm here to help answer your questions. You may access the links or type in your question below.

- [Disclosures](#)
- [Our Plans including Medicare](#)
- [Find a Provider](#)
- [Prescription Drug Lookup](#)
- [Estimate My Service Cost](#) or [Reduce My Cost](#)
- [Join our Living Well Program](#)

Your feedback is valuable to us,  
 Ask a question [Send](#)

Harvard Pilgrim Health Care Dana-Farber Cancer Institute

### New for 2024: Wellness Reimbursement

Get reimbursed for fees you pay toward wellness activities — up to \$300

#### Fitness Reimbursement

Up to \$400 for Dana-Farber Cancer Institute members

What qualifies for reimbursement?  
 Fitness reimbursement applies to monthly fees paid for a facility fee. Qualified facilities also include fitness studios and facilities that offer:

- Yoga
- Pilates
- Zumba
- Aerobic group classes
- Indoor cycling/spinning classes
- Kickboxing
- CrossFit
- Spin
- Step
- HIIT
- Pils
- Pilates
- Mindfulness
- Weight Watchers
- Yoga
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- Mindfulness
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- Mindfulness
- Weight Watchers
- Yoga
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- Mindfulness
- Weight Watchers

# Digital Welcome Guide connects you and your family to services

Visit [harvardpilgrim.org](https://harvardpilgrim.org) to get started:



Access your digital ID card



Confirm your PCP or choose a new one



Complete the personal health assessment to help connect you to services



Access our Care Management team for assistance



Learn how to get the most value out of your new plan.

# Your Secure Member Account

Visit [harvardpilgrim.org](https://www.harvardpilgrim.org) and select “Member login”

The screenshot shows the Harvard Pilgrim Health Care member account dashboard. At the top, there is a navigation bar with the Harvard Pilgrim Health Care logo, a search bar, and links for "Need language assistance?", "Find a provider", "Contact us", "Secure message inbox", "Your account", and "Log out". Below the navigation bar, there are tabs for "Home", "Benefits & coverage", "Claims", "Personal health record", and "Tools & resources". The main content area is titled "Your plan snapshot" and features three cards: "John Doe" with member ID HP1234567-00, plan MA HMO-Best Buy, and PCP MD Obli C M Mani; "Check your messages" with a lock icon and a "Go to your secure inbox" link; and "COVID-19 Info" with a virus icon and a "Get the details" link. Below this is a "Track spending" section with tabs for "Family", "Spouse", and "Child1". It shows two progress bars: "In network" with a deductible of \$375.71 and "Out of pocket" with a maximum of \$519.11. The dashboard also includes a link to "Estimate your future health care costs".

## In your account, you can:

Search for in-network providers

Review your claims

Learn about lower-cost alternatives to the Emergency Room

Look up the costs and tiers of your medications

Apply for fitness reimbursement

Print a member ID card or add your ID card to your Apple Wallet or Google Pay

# How to stay connected and informed



## Member Newsletter

Our digital member newsletter shares current health topics and benefit highlights including tips to manage your health, recipes and discounts on wellness services. Delivered to your email inbox and posted on our public website.



## Text Messaging

Our text messaging service is your personalized connection to your health plan. Get reminders and notifications about flu shots, as well as updates on exclusive member discounts and perks.



## Email Messages

Receive valuable information about your benefits, discount options, new programs, and health and well-being opportunities.



## Website

The member section of our website is a great place to learn more about the resources, wellness options, care management programs, and additional member benefits to keep you and your family healthy. Bookmark the site for easy access [harvardpilgrim.org](https://www.harvardpilgrim.org)



## Social Media

Follow our social feeds to keep up with the latest news, tips and stories.

