

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

Connecting with us just got easier

Use the **NEW** secure chat feature in your Harvard Pilgrim member account to send a message anytime, and a Member Advocate will respond within one business day. No chatbots. Just real humans who understand your plan and benefits.

Log in at [harvardpilgrim.org](https://www.harvardpilgrim.org) and select "Chat with us" on the top of your home page.

Prefer to speak by phone? Call **866-623-0184**

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



**Now check your
benefits and get
help all in one place.**