

**WELLESLEY COLLEGE EMPLOYEES**  
**GUIDELINES FOR MAKING CHANGES TO YOUR HEALTH**  
**INSURANCE DURING OPEN ENROLLMENT USING**  
**HARVARD PILGRIM HEALTH CARE'S**

***HPHConnect***

Open enrollment changes must be made between  
**November 1, 2007 and November 16, 2007**

**WHAT IS HPHConnect?**

It's Harvard Pilgrim's web-based transaction service that enables you to complete the following actions online:

- Enroll in the plan.
- Change plans (HMO/PPO) or coverage (Individual/Family) at Open Enrollment, effective January 1, 2008.
- Enroll or disenroll your dependents due to qualifying events, such as marriage or the birth of a child. *You will still be required to furnish proof of the qualifying event to the Benefits Office.*
- Update personal information like address or phone number changes.
- Search for, select, or change a Primary Care Physician (PCP) for yourself and your dependents if you belong to the HMO.
- Order replacement ID cards for yourself or your dependents.
- See what your benefits are under your existing plan and print them out for future reference.

**NEW MEMBERS...**

If you are enrolling for the first time with Harvard Pilgrim, simply log into *HPHConnect* to perform transactions at your convenience. Follow these easy steps towards becoming a new member with Harvard Pilgrim:

1. Using a computer with Internet access, go to [www.harvardpilgrim.org](http://www.harvardpilgrim.org) .
2. **Select HPHConnect/Member from the left hand navigation bar.**
3. Select "*HPHConnect*" and **click on the link "enroll in an HPHC product (highlighted in blue)**
4. Enter the **Wellesley College Employer ID# 0000125736** and click Next.
5. Read the Confidentiality Policy and then click "I Agree".
6. Select 01/01/08 under the "Maintenance Effective Date", Open Enrollment under the "Change Reason" selection bar and then click Next.
7. Enter the subscriber information into the required files and complete the dependent information if applicable.
8. Select Active in the "Selection Category", and then select the desired product in the "insurance line code" (HMO or PPO). Click Continue. (NOTE: If you are selecting the HMO plan option, you must follow the steps towards selecting a PCP for yourself and any other covered dependents under your policy.)

9. After you review your plan and personal information, click “Approve Transaction”. The enrollment transaction will then be reviewed by the Wellesley College Benefits Office online and, once approved, processed by Harvard Pilgrim. ID card(s) will then be delivered to you within 7 to 10 business days.

### **SETTING UP YOUR HPHCONNECT ACCOUNT...**

Once you are a member of Harvard Pilgrim, you will need to create your own account. This will enable you to log into *HPHConnect* using your personal Username and Password and perform transactions at your convenience. Follow these steps to set up your account:

1. Using a computer with Internet access, go to [www.harvardpilgrim.org](http://www.harvardpilgrim.org).
2. **Go to HPHConnect/Members from the left hand navigation bar.**
3. Select “*HPHConnect*” and then click on “Set up an *HPHConnect* Account”.
4. Once you have entered your Harvard Pilgrim ID#, (Please note: Request for SS# has been eliminated) and Date of Birth, a letter containing your temporary password and instructions for activating your HPHConnect account will be mailed to your home address within a few days. When you receive it, enter, enter your Harvard Pilgrim ID number and your temporary password to activate your account.

### **EXISTING MEMBERS...**

If you are an **existing member**, submitting Open Enrollment changes is as easy as logging into *HPHConnect* using your Username and Password. Follow these steps to make changes to your Harvard Pilgrim coverage:

1. Using a computer with Internet access, go to [www.harvardpilgrim.org](http://www.harvardpilgrim.org).
2. Go to “*HPHConnect* For Members.”
3. Select “*HPHConnect*” and then click on “Login to *HPHConnect*”.
4. Enter your personal Username and Password and click Login.
5. Select “Update My Info” and you will then be brought to your Enrollment Summary screen. Depending on the changes that you would like to make, click on the applicable Edit links.
6. If you are making a product change, select the Edit link next to Plan Options, indicate 01/01/08 as the “Maintenance Effective Date”, Open Enrollment as the “Change Reason” and then the appropriate “Selection Category” and “insurance line code” for the product (NOTE: If you are changing from the PPO to HMO plan, you must select a PCP for yourself and your dependents).
10. After you review your plan and personal information, click “Approve Transaction”. The enrollment transaction will then be reviewed by the Wellesley College Benefits Office online and, once approved, processed by Harvard Pilgrim. ID card(s) will then be delivered to you within 7 to 10 business days.

### **IF YOU HAVE QUESTIONS OR NEED ASSISTANCE...**

You can call *HPHConnect* Customer Service at

**1-800-676-2769**

Monday through Friday from 8:00 a.m. to 5:00 p.m.