New plan. New benefits. Lots of questions?

Harvard Pilgrim welcomes you as a new member.

We want to make your switch to Harvard Pilgrim as easy as possible. Know that we are here to help and support you every step of the way!

You’re switching to a new health plan, and maybe you want to know:

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

Harvard Pilgrim SmartStart will guide you through this change.

Talk to us!

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

We’ll be happy to talk with you about your new benefits and put you in touch with clinical experts to discuss your medical concerns.

Get set up online.

Visit harvardpilgrim.org to set up your member account.

Use our New Member Welcome Guide to:
- Verify your contact information
- Select or change primary care providers
- View and print your Harvard Pilgrim ID card
- Answer a brief health questionnaire (responses will not affect coverage)