

# 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

### Get mobile

With the free MyConnect app, you'll be able to:



Connect with your Member Advocate team easily, at your convenience



Access articles, videos and other health resources



Set medication and appointment reminders



Get tips and other important messages



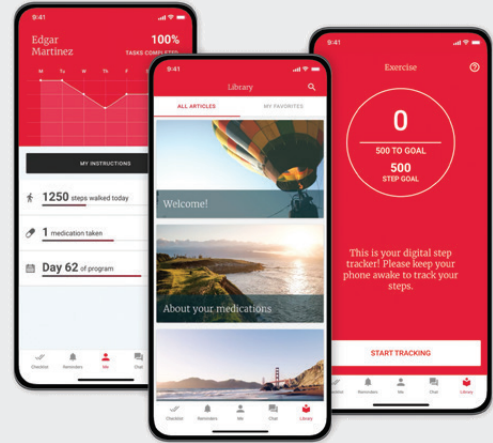
Get alerts for upcoming or overdue preventive screenings and tests, as well as flu shot reminders

# Connect through the app or call us

## Download the app

- Download the free Harvard Pilgrim MyConnect mobile app to your smartphone or tablet. Search **"Harvard Pilgrim MyConnect"** in your device's app store, or scan the QR code to the right.
- Once the app is installed, tap "Sign up."
- Enter the access code **HPMyConnect**, your date of birth and your Harvard Pilgrim member ID number.
- Complete your profile and start discovering the app. **Apple device users:** Make sure you enable push notifications to receive alerts about messages and reminders from your MyConnect team.

Need help downloading or using the app?  
Email [help@wellframe.com](mailto:help@wellframe.com) or call **844-452-4085**.



## Contact us

- Monday, Tuesday, Thursday: 8 a.m. – 6 p.m.
- Wednesday: 10 a.m. – 6 p.m.
- Friday: 8 a.m. – 5:30 p.m.



Use the secure chat messaging feature through the MyConnect app



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



Call **866-623-0184**