



Dear Employee,

You will be making changes through Harvard Pilgrim's online tool - *HPHConnect*. It's easier and faster than paperwork! Just follow the online instructions and when you're finished, your employer will review the data and submit it to Harvard Pilgrim.

Let's get started:

- ❑ **Using the Firefox browser** - Go to www.harvardpilgrim.org and select the **Member Login** button
- ❑ Enter your HPHConnect username and password (if you don't have an account or forgot your username/password see the instructions below)
- ❑ Select More **Tasks in HPHConnect**
- ❑ Select **Update my Information**
- ❑ Select the **"Edit Plan Options"** button
- ❑ Follow the simple instructions
- ❑ Your Effective Date is: 06/01/2021
- ❑ Your Change reason is: Open Enrollment
- ❑ Plan Category is: **Please select from the drop-down menu**
- ❑ Plan Options is: **Please select from the drop-down menu**
- ❑ After reviewing the information select "Submit".
- ❑ Print the Enrollment Summary page with your tracking number, as proof of submission.

The enrollment transaction will be reviewed by your employer and, once approved, processed by Harvard Pilgrim. ID card(s) will be delivered to you within 7 to 10 business days.

Thank you for choosing Harvard Pilgrim!

Need to create an *HPHConnect* account?

1. Go to www.harvardpilgrim.org and select **Member Login**
2. Select **Create a secure account** located at the top right side of the page
3. Enter your Harvard Pilgrim ID#, date of birth, ZIP code, and the last 4 digits of your Social Security Number
4. Complete the ReCaptcha challenge
5. Enter a username and password

Have an *HPHConnect* account, but forgot your username or password?

1. Go to www.harvardpilgrim.org and select **Member Login**
2. Select **Forgot password or username?** located at the top right side of the page
3. Enter your Harvard Pilgrim ID#, date of birth, ZIP code, and the last 4 digits of your Social Security Number
4. Complete the ReCaptcha challenge
5. Your username will be displayed on the screen, and you'll be asked to enter a new password.