

HARVARD PILGRIM

Clinical Transition Program

A coordinated change... Changing your health plan can be a very positive experience. We also realize that it can be stressful. This is especially true if you are in the midst of medical treatment for a particular condition and are concerned about the continuity of your care. That's why Harvard Pilgrim offers you its Clinical Transition Program.

What is the Clinical Transition Program?

This program enables prospective members to discuss specific issues or concerns about specialized medical care with Harvard Pilgrim staff prior to enrollment. Clinical transition support also can help if you are adversely affected when an attending physician and/or provider disenrolls from the Harvard Pilgrim provider network, or if you're transitioning to a limited or tiered network plan while in an active treatment plan. Staff provides assistance with planning a safe and reasonable transition of care to new providers. All information given and received is strictly confidential.

Before you join

There are a few ways the Clinical Transition Program can help. It allows you to:

- Talk with Harvard Pilgrim staff about your specific situation
- Find out about resources available to meet your individual medical needs

And after

The important advantage of the Clinical Transition Program is that, if appropriate, we can have a plan for your continuing care already in place by the time you join.

Call us

- **If you have concerns about your specialized medical care, call the Clinical Transition Program at (888) 888-4742, extension 31209#.**

Please leave your name, employer name and telephone number (including area code). You will receive a call back within 24 hours or the next business day. At that time, the Clinical Transition staff member may ask you specific questions about your medical issue to determine the best course of action for you. We will answer any questions related to your medical concerns and do everything we can to help ensure a seamless transition to Harvard Pilgrim.

- **For questions regarding general benefits**, choosing a primary care provider or obtaining literature, please call a Harvard Pilgrim service representative at **(800) 848-9995**.



Harvard Pilgrim Health Care includes Harvard Pilgrim Health Care, Harvard Pilgrim Health Care of Connecticut, Harvard Pilgrim Health Care of New England and HPHC Insurance Company.