

Broker & Employer Service Team Reference Guide

Massachusetts Small Group

Service Team Phone Number: 800-637-4751

Medicare Broker Referrals: 888-508-1627

Medicare Sales Team: 877-218-6774

New Business Strategy

- Plan strategy for prospective customers and product education

Assigned by Brokerage Firm

Morgan Dickens: 781-612-2859 | Amy Teahan: 781-612-2110 | Julie Dell: 781-612-3389

Renewal Strategy

- Consultation on renewal strategy

Assigned by Brokerage Firm

Erin Galvin: 781-612-2859 | Kimberly Quinn: 781-612-3580 | Cindy Leary
781-612-8569

Implementation, Quoting & Service	Harvard Pilgrim Health Care Products	Tufts Health Plan Products
Broker Relations Support	<p>Email: Broker_Relations@point32health.org Call: Select Option 1, then Option 3</p>	<p>Email: THPBrokerforms@point32health.org Call: Select Option 2, then Option 4</p>
New Business Quotes	<p>Email: HPNewBusinessSales@point32health.org Call: Select Option 1, then Option 2</p>	<p>Email: THPSmall_Group_Quotes@point32health.org Call: Select Option 2, then Option 6</p>
New Business Installations <ul style="list-style-type: none"> • New case documentation including enrollment forms 		<p>Email: THPNewBusinessSold@point32health.org Call: Select Option 2, then Option 5</p>
Renewal Support	<p>Email: HPSmallGroupRenewals@point32health.org Call: Select Option 1, then Option 2</p>	
Ongoing service for in-force cases <ul style="list-style-type: none"> • Enrollment forms & eligibility • Account maintenance • Billing, premium, and ASO fee invoices • Claims 	<p>Email: MyServiceTeam@point32health.org Call: Select Option 1, then Option 1</p>	<p>Email: THPSG_Client_Services@point32health.org Call: Select Option 2, then Option 3</p>