Family-Centered Care

Partner Program Overview & Availability

Learn more at **harvardpilgrim.org/family**

Today's health plans need to support members and their families beyond preventive care, annual screenings, condition management and emergency services.

Introducing a new approach to supporting families we care for – no matter how 'family' is defined.

Launched in 2023, new and enhanced programs include:

- Navigation and resources focused on creating more affirming and positive health care experiences for LGBTQ+ members, through **Included Health Communities**.

- A robust digital experience for personalized support for at-home caregivers, through **Wellthy**.

- Enhanced education, tools and resources for family planning and fertility, parenthood, and mature women's health through an expansion of support from **Ovia Health**.

Please refer to program availability information on last page for complete details on partner access and services.

Today's definition of family stretches well beyond the traditional.

According to the U.S. Census Bureau's American Community Survey in 2019:

Married couples with children under 18 account for just **19% of households**.

Meanwhile, **53 million Americans** are providing unpaid care for relatives and friends.

Equity and inclusion in the workplace ranks as a top concern for employers, and employees are more engaged when they feel their benefits are relevant to them.

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Curated partners represent access to market-leading services aimed at enhancing our members' health and well-being.

Included Health Communities

For LGBTQ+ members, a one-size fits all approach to health care simply doesn't work. LGBTQ+ Health from Included Health Communities helps members and their families get whole-person care, focused on LGBTQ+ needs, by working within our health plan ecosystem to ensure members feel safe, understood, and supported.

- **Provider matching support** connects members to vetted in-network providers across all who are affirming, clinically competent, and match member preferences.

- **LGBTQ+ care navigation** ensures members receive whole-person care focused on LGBTQ+ needs, within their benefits ecosystem.

- **Trans-focused complex care management** supports trans and non-binary members with transition, gender affirming surgery, and benefits navigation to help them appropriately leverage Included Health's robust clinical care management services and support.

- **Education and advocacy** assists with family, social, and workplace questions, guiding members to engage with medical benefits via education, and advocating for members with medical, legal, and peer resource needs.

Wellthy

Members and their families are increasingly called upon to provide informal, unpaid care of loved ones. When supporting a loved one reaches an urgent, crisis, or unmanageable moment, caregivers suffer. 23% of Americans say caregiving has made their mental or physical health worse. Wellthy connects families with dedicated care professionals to help them tackle the logistical and administrative tasks of caring for the ones they love, including themselves.

- **Wellthy's Care Coordinators** are skilled and trained to help families navigate and manage all aspects of care. This could be support for things like moving a loved one into a living facility, finding medical and mental health specialists, vetting daycare centers, hiring in-home aides, and applying for financial assistance programs and veteran's benefits.

- **Wellthy's Care Dashboard** acts like a project management tool to keep all planning, appointments and resources in one place.

- **Wellthy Community** is an expert-moderated peer network where caregivers can share and connect with others who are experiencing similar challenges.

Ovia Health

Managing the growth and evolution of one's family can be a daunting task. Ovia delivers continuous support while improving family well-being and fostering positive outcomes through a variety of market-leading digital tools and education.

- **Ovia** tracks cycles and helps women conceive more successfully.
- **Ovia Pregnancy** allows members to watch their babies grow and develop, provides education to improve birth outcomes and helps prepare for labor and delivery.
- **Ovia Parenting** guides and supports members through their parenting journeys.

Members also have access to individualized health coaching within the mobile apps and coordinated outreach from Ovia's Care Management teams.

Living Well

Research shows that lifestyle improvements and lasting wellness come when individuals share their journey and join in activities with others. Our Living Well programs offer dynamic tools, virtual programming and personalized activities that support emotional, physical, and workplace well-being. The Living Well platform and its programs are available to all members. Non-members may also access Living Well through a guest login process, making these resources available to our members' families and households to support improved health for the communities we serve.

Availability*

Program	Fully-Insured Employer Groups	Self-Insured Employer Groups
Wellthy	January 1, 2023 Harvard Pilgrim Health Care members	January 1, 2024 for integrated buy up option
LGBTQ+ Health	August 1, 2023 Harvard Pilgrim Health Care members	January 1, 2024 for integrated buy up option
Ovia Health	Harvard Pilgrim Health Care members	Harvard Pilgrim Health Care members
Living Well	Harvard Pilgrim Health Care members	Harvard Pilgrim Health Care members

Member Engagement & Access

Members will receive direct communications to enroll or sign up for these services. Employers may also request member-facing tools and resources to encourage program engagement within their employee population, including employee resource groups, as well as health and wellness focused activities.

*Programs are subject to change. Program availability is limited and based on specific segments and timing as described above. Members must enroll or sign up for programs to gain access. No additional member cost share is required to enroll or use the described services, unless otherwise stated.