



March 18, 2024

Re: Important update about your Quality HMO plan

Thank you for choosing Harvard Pilgrim through the Group Insurance Commission (GIC). We need to let you know that **as of July 1, 2024, these practices and their providers will no longer be part of the Quality HMO network:**

- Affiliated Pediatric Practices
- Charles River Medical Associates
- Emerson Health
- Mass General Brigham Community Physicians
- Mass General Brigham Community Physicians in Concord
- Mass General Brigham Community Physicians in Westford
- Milford Regional Medical Group
- Mystic Healthcare
- Pentucket Medical

What does this change mean for you?

With the Quality HMO plan, you must receive care for covered services from participating providers, except in a medical emergency. Otherwise, the plan will not pay for your care. Please note, if you do not receive services or have a provider affiliated with one of these groups, you do not need to do anything and are not impacted by this change. You can remain in the Quality HMO plan for the upcoming fiscal year.

If you are a Quality HMO member impacted by this change you will receive an additional letter with more information before this year's annual enrollment period.

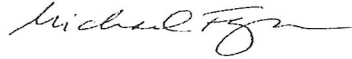
We understand how important your relationships with your providers are, and we apologize for any inconvenience this may cause.



Questions?

If you have any questions, please call Member Services at **844-442-7324** (TTY: **711**). Representatives are available Mondays, Tuesdays, and Thursdays from 8 a.m. to 6 p.m.; Wednesdays from 10 a.m. to 6 p.m.; and Fridays from 8 a.m. to 5:30 p.m.

Sincerely,



Michael Fopiano
Director, Member and Provider Services

