A comprehensive program makes the switch to our plans easy and trouble-free

**New customers quickly learn that a better health plan experience starts right away.**

Our LiteSwitch program focuses on the needs of employers and the health and well-being of their employees. Employers enjoy seamless onboarding with help from a dedicated transition team, supportive Rx transfers, online enrollment tools, member education in multiple formats, and other resources. New members have their questions answered in personalized, confidential ways.

**A dedicated team makes the switch easy**

A team led by your sales executive works to support your needs and those of your employees:

- Guide and manage your implementation planning
- Partner with you to coordinate onsite or virtual education
- Help onboarding members with their clinical care and prescription transition questions
- Help your employees select providers who are right for them, if needed

**Clinical navigators address each member’s unique concerns**

A member’s smooth transition to our plan isn’t just a priority, it’s an opportunity to look for ways to optimize their care. Our clinical navigators facilitate a wide range of transition services to help members access current prescriptions, care management programs, and more. They help to:

- Expedite referrals and authorizations, when needed
- Triage members with unique or chronic conditions into care management programs
- Introduce 1:1 health coaching when appropriate

An online hub helps members with transition of care concerns get started

Our transition center at massgeneralbrighamhealthplan.org/new offers a confidential place for employees to ask any healthcare-related questions, without having to go through their employer. Ideal for soon-to-be members who:

- Have an upcoming treatment, procedure, or surgery planned
- Are having a baby
- Take prescription drugs that require authorization
- Plan to see specialists with referrals already in place
- Rely on durable medical equipment (DME) such as a wheelchair or sleep apnea device (CPAP)
- Are undergoing care for a chronic condition, behavioral health, or have special needs
- Receive infusions at a hospital or home
Easy Rx transfers for members who need it

How it works depends on group size.

For large groups:
- One 30-day fill within the first 90 days for medications that are non-formulary, require a prior authorization, or that are on a step therapy list (including specialty)*
- A prior authorization is required following the one 30-day fill for drugs that are non-formulary or specialty
- Auto-approval for 12 months for non-specialty medications requiring a prior authorization or step therapy

For small groups:
- One 30-day fill within the first 90 days for medications that require a prior authorization or that are on a step therapy list**
- A prior authorization is required following the one 30-day fill

*Excludes new-to-market, opioids, medical benefit (those provided by clinician and administered in the hospital, provider's office, or home setting), compounds, quantity limits, plan exclusions, and acute use meds (e.g., antibiotics)

**Excludes non-formulary, specialty, new-to-market, opioids, medical benefit (those provided by clinician and administered in the hospital, providers’ office, or home setting), compounds, quantity limits, plan exclusions, and acute use meds (e.g., antibiotics)

LiteSwitch at a glance

<table>
<thead>
<tr>
<th>Key Feature</th>
<th>Benefit</th>
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<tbody>
<tr>
<td>Dedicated transition team</td>
<td>A team led by your sales executive works to address your every need, and lead and manage your onboarding process</td>
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<tr>
<td>Health fairs and virtual seminars</td>
<td>We offer different ways to socialize and describe the plan to members</td>
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<td>Rx continuation support: one 30-day refill within first 90 days</td>
<td>Rx programs that ensure uninterrupted prescription coverage during the transition period</td>
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<td>Online transition center</td>
<td>Members can use this confidential online tool to get started having their questions and concerns addressed</td>
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<tr>
<td>Clinical navigator support</td>
<td>When needed, every member’s clinical needs are matched to our care management services, resources, programs, and support</td>
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Want to learn more? Call us today at 866-643-8392.