



Welcome to ***Healthy Matters***, the first member newsletter from Mass General Brigham Health Plan, with content to help you get the most from your health care coverage.

Here you'll find valuable tips, benefit information, articles from our blog *The Health Column*, and much more. Read on to discover new ways to better understand your health plan, access your benefits, and live your healthiest life.



Did you know?

- **A seasonal flu shot is covered by your plan.** Get one at no additional cost from an in-network provider or care location to keep you, your family, and your community healthy.
- **Our Customer Service center offers interpreter services in more than 200 languages.** Just ask our Customer Service professionals to include an interpreter the next time you call.
- **Care managers are available** to help members living with chronic conditions like diabetes or asthma, and for members who are pregnant. Learn how to refer yourself or a loved one at Member.MGBHP.org.

A health coach can help you reach your goals—at no extra cost!

As a member, you can connect with a health coach at no additional cost. They can help you by phone or text. Your coach can:

- Help you set goals to eat well, feel better, move more, and reduce stress
- Show you how to use your health plan so it really works for you
- Work with you to improve things like blood pressure or heart rate
- Cheer you on so you don't have to do it alone

To start, call the number on the back of your Member ID card or email MGBHPCS@mgb.org.

Helpful tip from the Mass General Brigham Health Plan team



"If your provider isn't available right now, ask if someone else can help."
Nora Beauchamp, Customer Service

If your doctor can't see you as quickly as you need, ask if someone else in their office (a nurse practitioner, physician assistant, or other clinician) has appointments available and can help. You might be able to see a different provider faster, in person, or by video.

Forget Dr. Internet, this tool is written by medical experts

Wouldn't it be nice to have a source of health information you can trust, with an easy-to-search library full of doctor-approved information on every topic, disease, condition, and life stage?

Check out *healthwise*, a complete health library found at MGBHP.org/members/member-resources. You will find medical, health, and wellness information on every topic by doctors and specialists in their fields.

This just in: Health Column blog posts



[Stay well and healthy: Get caught up on all your recommended vaccines.](#)

Vaccines teach the immune system to identify and fight off disease without causing it. Back-to-school season is the ideal time to safeguard your health with these powerful and proven immunizations.



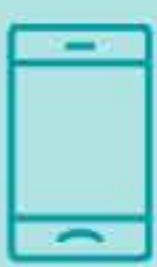
[What makes a good customer service experience? We ask a true pro.](#)

Our very own Sasha McMillan shares the importance of creative problem solving, and compassionate, well-supported service.



[Nurse care managers can improve patient outcomes.](#)

Nurse Care Managers advocate for patients with chronic conditions to help them live healthier and more independently. Our members with chronic conditions can get help to coordinate care, connect to resources, and enjoy greater well-being.



Download the mobile app



Access the Member Portal



Call the 24/7 Nurse Advice Line

See the number on the back of your Member ID Card.

[Privacy Policy](#)

Mass General Brigham Health Plan includes Mass General Brigham Health Plan, Inc. and Mass General Brigham Health Insurance Company.

For members of our Medicare Advantage plans: This plan is underwritten by Mass General Brigham Health Plan, Inc.

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