



LiteSwitch<sup>SM</sup>  
onboarding  
program

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](https://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

Key Feature	Benefit
Dedicated transition team	A team led by your sales executive works to address your every need, and lead and manage your onboarding process
Health fairs and virtual seminars	We offer different ways to socialize and describe the plan to members
Rx continuation support: one 30-day refill within first 90 days	Rx programs that ensure uninterrupted prescription coverage during the transition period
Online transition center	Members can use this confidential online tool to get started having their questions and concerns addressed
Clinical navigator support	When needed, every member's clinical needs are matched to our care management services, resources, programs, and support



Want to learn more? Call us today at **866-643-8392**.