

Services & Support for the LGBTQ+ Community

Harvard Pilgrim Health Care offers a range of services designed to support the health and well-being of LGBTQ+ individuals and their families. From gender-affirming care and mental health support to preventive screenings and culturally competent providers, the health plan ensures that every member receives access to respectful, compassionate and high-quality care.

Health Plan Navigation & Support

- Our **Care Management** team can connect members to resources for physical health, gender-affirming care and community support. We can also assist with provider outreach and identification of appropriate providers.
- Our Care Management team is available by phone Monday-Friday 8:30-5:00 PM at **866-750-2068** or by email at requests_for_care_management@point32health.org

Behavioral Health Support

- Our **Behavioral Health Service Navigation Program** can assist in finding mental health providers for health plan members who identify as LGBTQ+: [harvardpilgrim.org/public/care-management-programs](https://www.harvardpilgrim.org/public/care-management-programs)
- We offer access to health care providers that offer equitable, accessible health care and supportive services for LGBTQ+ individuals, including **Fenway Health** in Boston, MA and **UMass Memorial Medical Center** in Worcester, MA.

Fertility, Conception & Parenting Resources

The **Ovia** and **Ovia Parenting** mobile apps provide personalized support and navigation through each member's unique family building journey, including:

- Unlimited access to Ovia's fertility nurses and licensed health specialists for support with navigating your unique pathway to parenthood and accessing in-network care.
- Personalized educational pathways for members navigating assisted reproductive technologies (ART) including: In Vitro Fertilization (IVF), Intrauterine Insemination (IUI) and hormone therapy.
- Specialized adoption and surrogacy resources
- Support for parents of LGBTQ+ children and teens including access to educational topics such as how to start identity-related conversations, where to find inclusive mental health support and finding a local queer community.
- **Learn more at [harvardpilgrim.org/public/ovia-health](https://www.harvardpilgrim.org/public/ovia-health)**

- If you have additional questions, contact Member Services at the phone number listed on your member ID card.

