



175 Scott Swamp Road ▪ Farmington, CT 06032

Important plan information

[Month DD, YYYY]

[FIRSTNAME] [LASTNAME] [, TITLE]
[ATTN]
[ADDRESS1]
[ADDRESS2]
[CITY], [STATE] [ZIPCODE]
[IMB BAR CODE, IF NEEDED]

Dear provider,

Thank you for partnering with ConnectiCare in caring for our members.

As you may recall, we previously announced that Molina Healthcare Inc. purchased ConnectiCare on **Feb. 1, 2025**. Beginning **Jan. 1, 2026**, ConnectiCare will be making changes to its operations for our Marketplace (Exchange) and Medicare plans to support the acquisition. These changes will be in effect for dates of service beginning **Jan. 1, 2026**. This letter serves as formal notification of those changes.

The following are some key changes that will impact your practice for our Marketplace and Medicare members:

- List of services that require prior authorization.
- Vendors that conduct utilization management.
- Claims payor ID and mailing address.
- Claim dispute/appeal.
- Pharmacy policy criteria.
- Clinical policies.

Enclosed is detailed information regarding these and other changes. You can also find these details online at **connecticare.com/providers/molina**.

We understand these changes may require adjustments to your practice's operations. We encourage you to carefully review the updated materials and reach out to us with any questions or concerns you may have.

You can sign in to the provider portal at **connecticare.com/providers/resources/provider-sign-in** to send us your inquiry through the Message Center. You can also call Provider Services at **800-828-3407** from 8 a.m. to 6 p.m., Monday through Friday. We are available to discuss these changes and address any concerns you may have before the effective date.

(continued)

ConnectiCare is the brand name used for products and services provided by one or more Molina Healthcare Inc. affiliate companies operating in Connecticut. In Connecticut, individual health coverage is underwritten by ConnectiCare, Inc. (CCI), a licensed health care center, or by ConnectiCare Benefits, Inc. (CBI) or ConnectiCare Insurance Company, Inc. (CICI), licensed insurers. Individual and group dental coverage is underwritten by CICI. Group health coverage is insured by CCI or insured or administered by CICI. Not all coverage is available in all markets. For costs and details of coverage, call or write your insurance broker or the company. ConnectiCare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Thank you for your continued partnership with ConnectiCare and your dedication to providing excellent care to our members.

Sincerely,

A handwritten signature in black ink that reads "Erik B. Johnson". The signature is fluid and cursive, with the first letters of each word being capitalized and prominent.

Erik Johnson
Vice President
Network Strategy and Services

Enclosure