ConnectiCare

Quick Reference Guide

PROVIDER RESOURCES

ConnectiCare offers various resources for our providers and your staff to simplify your administrative tasks as we integrate with Molina Healthcare beginning **Jan. 1, 2026**.

Connecticare Website

The integration provider hub on our website serves as a one-stop shop for all things to support your practice. On our website, you can find:

- Provider manuals, policies, and formularies
- Prior authorization lists and look-up tool
- EDI and ERA/EFT information
- Resources and training opportunities
- Provider newsletters and list of 2026 plans and networks
- Links to the Availity Essentials portal and provider directory

Visit us at **connecticare.com/providers/molina**

Availity Essentials Provider Portal

Have real-time information at your fingertips via our secure provider portal 24 hours a day, 7 days a week!

Services offered by Availity Essentials include:

- Claim submission/resubmission
- Claim status and remittance advices
- Obtaining member eligibility and benefits information
- Submitting authorization requests (excluding vendor-managed services)
- HEDIS information

Visit **availity.com/providers**

Provider Manuals

ConnectiCare's Provider Manuals are written specifically to address the requirements of delivering health care services to our members, including the responsibilities of our participating providers, and are considered an extension of your contract.

Provider Manual highlights:

- Benefits overview
- Provider roles and responsibilities
- Member rights and responsibilities
- Member eligibility and benefits
- Credentialing and recredentialing
- Access and Availability standards
- Care Management programs
- Important contact information
- Claims
- Compliance standard
- Interpreter services

Provider Services

Phone: **800-828-3407**

Provider Changes

CCI-ProviderFileOperations@MolinaHealthcare.com

(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. ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **800-251-7722** (TTY: **711**). ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **800-251-7722** (TTY: 711). MEDPARTD 1224 © 2025 ConnectiCare, Inc. & Affiliates

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CLAIMS & BILLING INFORMATION

ConnectiCare claims with dates of service (DOS) on or after **Jan. 1, 2026**, must be billed with the member's ID. Paper claims can be mailed to: ConnectiCare Claims, P.O. Box 36010, Louisville, KY 40233

EDI Claims Submission

The easiest way to submit EDI claims to ConnectiCare is through the **Availity Essentials** portal for direct data entry and the **SSI Group** (our contracted clearinghouse), or any clearinghouse connected to SSI Group.

ConnectiCare's payer ID: **MLNCT**

Electronic Funds Transfer (EFT), Electronic Remittance Advice (ERA)

Payment Vendor: ECHO Health

For information and step-by-step instructions on how to enroll with ECHO Health to receive electronic payments, remittance advices, and 835s, visit: **Echo EFT/ERA Enrollments**

Any questions should be directed to ECHO Health at **(888) 834-3511** or **edi@echohealthinc.com**.

Claims Customer Service

ConnectiCare claims questions can be submitted through the secure message feature on the **Availity Essentials** portal, or by contacting Provider Services at **(800) 828-3407**.

Timely Filing Guidelines

Providers must submit claims to ConnectiCare within 180 calendar days after discharge for inpatient services or the DOS for outpatient services unless otherwise specified.

Providers must submit corrected claims to ConnectiCare within 100 additional days of the original submission timely filing limits of the claim.

Claim Disputes/Appeals

ConnectiCare claim dispute/appeal requests must be submitted 90 days (Marketplace) or 90 calendar days (Medicare) from the initial determination date unless otherwise specified.Requests can be submitted via Availity Essentials portal, by fax, or mail:

Marketplace:

ConnectiCare Appeals and Grievances
P.O. Box 36120, Louisville, KY 40233
Fax: **855-276-7538**

Medicare:

ConnectiCare Appeals and Grievances
P.O. Box 22816, Long Beach, CA 90801
Fax: **562-499-0610**

PRIOR AUTHORIZATION

Please refer to the Prior Authorization List or the **Prior Authorization LookUp Tool** for services requiring prior authorization. To submit a request to ConnectiCare for prior authorization of services not managed by a vendor, providers will use the **Availity Essentials** portal.

To submit a request to ConnectiCare for prior authorization of pharmacy and HCPC/JCode, providers will contact:

Pharmacy:

CVS Caremark (Marketplace)
Phone: **888-407-6425**
Pharmacy and HCPC/JCode
Fax: **833-896-0676**
Online: SureScripts® and CoverMyMeds®

CVS Caremark (Medicare)
Phone: **800-665-3086**
Part D Fax: **866-290-1309**
J Code Fax: **800-391-6437**

To request prior authorization for the following services, providers will contact these vendors directly:

Behavioral Health:

Optum Behavioral Health
Phone: **800-349-5365**
Online: **providerexpress.com**

Medical and Radiation Oncology:

Evolent
Phone: **888-999-7713**
Option 2 Medical Oncology,
Option 3 Radiation Oncology
Online: **my.newcenturyhealth.com**

NICU UM and CM:

ProgenyHealth
Phone: **888-832-2006**
Fax: **877-847-1708**