

For individuals under 65 and group plan members



Important: ConnectiCare tools, resources and notifications

Every year we inform you, our members and health care providers, about the tools and resources that are available, and share information that is important for you to know.

What you can find on our website, [ConnectiCare.com](https://connecticare.com)

For members

The ConnectiCare member website has the tools you need to manage your health plan. Log in to connecticare.com/members and get what you need at any time, from any device.

- View your plan benefits and understand how ConnectiCare protects your personal health information
- Track medical and pharmacy spending
- Review claims and deductible balance
- Estimate treatment and drug costs
- Order a new ID card
- Find a network doctor, pharmacy or facility
- Update your personal information
- Choose to receive documents by email
- Individual members: pay your monthly premium
- Learn about programs for chronic and complex health conditions

For doctors

Doctors and other health care providers can use our website for:

- Information on enrolling a patient in our programs for chronic and complex health conditions
- Utilization management criteria
- Contacting an appropriate doctor to discuss a utilization-management decision
- Pharmaceutical management procedures (copayment/coinsurance requirements, formulary, preauthorization criteria, etc.)
- Doctors' rights to review their credentialing information, to correct erroneous information, and to be informed of their application status

For both members and doctors

You can find information to confirm that:

- Utilization management decisions are based on the appropriateness of care and service, and on the health plan coverage
- ConnectiCare does not specifically reward physicians for issuing denials of coverage
- There are no financial incentives that encourage health care results that may lead to under-utilization

And you will find information about:

- Our Quality Management Program, including its results
- Your rights and responsibilities as a ConnectiCare plan member
- Our utilization department, including hours of operation, how to get information about a request, and how to contact us

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Consult our online Pharmacy Center for drug list updates

ConnectiCare regularly updates our drug list when we add or remove medications, or when costs change, quantity limits are revised or if step therapy or preauthorization is newly required. For the latest information, visit the Pharmacy Center on connecticare.com. If you have questions or need a hard copy of the list, call **1-800-251-7722**.

You have the right to appeal our decisions on coverage

You have the right to appeal a decision if we do not provide coverage for a treatment or service. If you are not satisfied with the appeal decision, you may be eligible for an additional step—an external review. This is provided through the state in which your insurance plan was issued or through an independent review organization for self-funded plans. When we send you the decision from the independent review organization, we will provide information in writing about how to pursue an external review.

Coverage under the Women's Health and Cancer Rights Act

ConnectiCare plans provide benefits for mastectomy-related services as required by the Women's Health and Cancer Rights Act of 1998. Covered benefits include all stages of reconstruction and surgery to achieve symmetry between the breasts; prostheses; and complications resulting from a mastectomy, including lymphedema. These services offer peace of mind for any woman with breast cancer who chooses to have a mastectomy. For more information, contact your benefits administrator or go to the U.S. Department of Labor website at www.dol.gov and search "WHCRA."

Transition from pediatric to adult primary care

ConnectiCare can help members who are 18 years of age or older transition from a pediatrician to an adult primary care provider (PCP). If you need to find a PCP, you can use the *Find a Doctor* tool on connecticare.com to locate and select a PCP. Or, you can call the number on your ID card, and a member services representative can help you find one. It is important to establish a relationship with a PCP to maintain good health practices and to be able to seek care when you are sick.

Services requiring preauthorization

Sometimes we need to review a medical service, treatment or medicine before we will cover it. We call this process "preauthorization." Only certain medical services or drugs require preauthorization. You can find the most up-to-date lists on connecticare.com

Questions? Get in touch!

By phone: **1-800-251-7722** (TTY: 1-800-833-8134), Monday – Saturday

In person: At a ConnectiCare center, Monday – Saturday

For locations and hours, go to visitconnecticare.com

Online: connecticare.com

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 1-800-251-7722 (TTY: 1-800-833-8134). ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-251-7722 (TTY: 1-800-833-8134).

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