

Touchpoint



Important information for ConnectiCare members

September 2026



Join ConnectiCare in the community

Yoga In Our City has daily classes **May – October** in local city parks. Classes are no cost and open to everyone, regardless of age or skill level. **Check out the full schedule.**

Remember to bring your member ID card



It's important to remember to bring your current ConnectiCare member ID card to every visit for medical or pharmacy services. Presenting the ID card helps to ensure accurate and timely claim processing and payment. The card can be a physical ID card printed from your **member portal** or a digital ID card downloaded from the My-ConnectiCare[®] mobile app. Unless an emergency medical condition exists, providers may refuse service if a member cannot produce the proper identification and eligibility cards.

2027 health insurance enrollment

The Open Enrollment Period (OEP) is the time for Connecticut individuals and families to review their health insurance options, compare plans, and enroll in or renew coverage for the upcoming year. The 2027 OEP begins **October 23, 2026** and ends **January 15, 2027**.

Enroll by **December 15, 2026**, for coverage beginning **January 1, 2027**. Enroll between **December 16, 2026 and January 15, 2027**, for coverage beginning **February 1, 2027**. Visit **Access Health CT**.

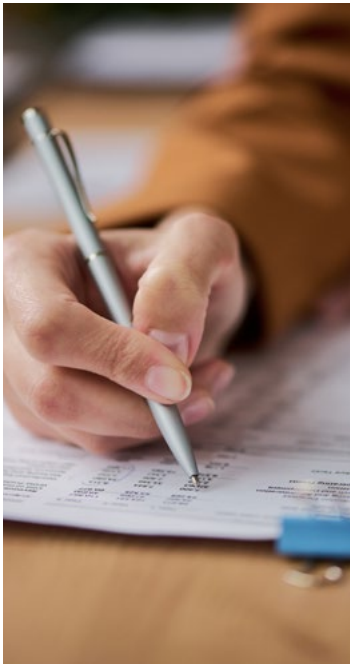
We can help you choose and enroll in a health plan that works best for you.



Call **(800) 723-2986** (TTY: 711), Monday to Friday, 8 a.m. to 5 p.m. You can talk to a benefits counselor.



You can also visit us at the ConnectiCare Center in Farmington, 175 Scott Swamp Road. Our team is ready to help. You can walk in or call **(877) 0523-6837** to make an appointment.



Prescription proof of payment form

If you paid for a covered prescription drug yourself and want those costs counted toward your yearly out-of-pocket costs, you can submit a **Prescription Proof of Payment Form**.

This may help apply eligible amounts toward your deductible, copayments, coinsurance, or other in-network out-of-pocket costs. You can download the form and mail it to the address listed on the form or fax it with your receipts. Submitting this form does not guarantee credit.

If you are requesting reimbursement for a prescription drug instead, Marketplace members can use the **Prescription Reimbursement Claim Form** and Medicare members can use the **Prescription Direct Member Reimbursement Form**.

For members who purchased their health plan through Access Health CT

We understand that managing your health coverage can be complicated, and it is not always easy to know who to contact when you need assistance. The information below can help guide you to the right resource based on your specific needs.

Contact Access Health CT Member Services at **(855) 805-4325** (TTY: **(855) 789-2428**) from 8 a.m. to 4 p.m., Monday through Friday for:

- Enrollment and eligibility inquiries
 - Questions about enrollment
 - Eligibility for Advanced Premium Tax Credits (APTC)
 - Eligibility for programs such as:
 - » Covered CT Program
 - » Temporary Assistance
 - » Early Childhood Worker Subsidy
- Account updates and maintenance
 - Updating your address, phone number, or email address
 - Checking the status of your enrollment
 - Adding or removing a dependent
 - Updating your household income
 - Access Health CT portal assistance
 - Form 1095-A questions

Contact ConnectiCare Member Services at **(800) 251-7722** (TTY: 711) from 8 a.m. to 6 p.m., Monday through Friday for:

- Billing questions
- Claims inquiries
- Coverage and benefit questions
- Status of service authorizations
- Pharmacy and prescription coverage questions
- Assistance locating an in-network provider
- Requests for a new ID card
- ConnectiCare Member Portal login assistance or account inquiries

