

# After You Enroll

After enrolling in health care coverage through Access Health CT, you will receive the following:

WHAT	WHEN	FROM
<p><b>Confirmation Letter</b></p> 	<p>About <b>3 days</b> after enrolling</p>	<p><b>Access Health CT</b> and your <b>insurance company</b> will each mail you a letter.</p>
<p><b>First Bill</b></p> 	<p>About <b>5-10 days</b> after enrolling</p>	<p><b>Your insurance company</b> will send you a bill with directions on when your first payment is due and how to pay it.</p>
<p><b>ID Card</b></p> 	<p>About <b>1-2 weeks</b> after you pay your first bill</p>	<p><b>Your insurance company</b> will send your ID card after you've paid your first bill. You may also print an ID card from their website if you need it sooner.</p>
<p><b>Pharmacy and Doctor Directories</b></p> 	<p><b>Available any day, 24/7:</b></p> <ul style="list-style-type: none"> <li>• <a href="http://anthem.com">anthem.com</a></li> <li>• <a href="http://connecticare.com">connecticare.com</a></li> <li>• <a href="http://healthyct.org">healthyct.org</a></li> <li>• <a href="http://uhc.com/xct">uhc.com/xct</a></li> <li>• <a href="http://ct.gov/dss">ct.gov/dss</a></li> </ul>	<p><b>Find in-network</b> pharmacies, primary care physicians (doctors), specialists and hospitals to help save money!</p>

**DON'T FORGET:** Select a primary care doctor from your insurance company's provider directory and schedule your FREE annual checkup.

## HAVE QUESTIONS? NEED HELP?



### FREE In-Person Help:

To find a Certified Broker, a Community Enrollment Partner, a Certified Application Counselor, or an Enrollment Center:

- Visit: [Learn.AccessHealthCT.com/Locations](http://Learn.AccessHealthCT.com/Locations)
- Call: **1-855-392-2428**

# After You Enroll

If you choose to enroll in health care coverage through Access Health CT, you'll be receiving some additional materials from Access Health CT and your new carrier/coverage provider after you enroll. Please note that these materials may vary depending on the plan you chose.

## What to Expect Next

DOCUMENT	WHEN IT ARRIVES	DESCRIPTION
<b>Confirmation Letter</b>	About <b>3 days</b> after enrolling through Access Health CT.	Access Health CT will send you a letter confirming your enrollment and, if you enrolled in a Qualified Health Plan (QHP), the carrier and plan you chose. Please note that if your application was incomplete or if additional eligibility verification is needed, you may receive a letter requesting additional information to either validate or complete your enrollment.
<b>First Bill</b>	About <b>5-10 days</b> after your enrollment is complete.	Your insurance carrier will send you a bill with directions on how to make your first payment and when it is due.
<b>ID Card</b>	About <b>1-2 weeks</b> after you pay your first premium.	You'll receive your Member ID Card after you've made your first premium payment. This is the card you'll share with medical providers and pharmacies when you receive service. Some insurance companies may provide you with an electronic ID card that you can print from their website if you need the ID sooner after paying.
<b>Pharmacy and Provider Directories</b>	See your carrier's website: <ul style="list-style-type: none"> <li>• <a href="http://anthem.com">anthem.com</a></li> <li>• <a href="http://connecticare.com">connecticare.com</a></li> <li>• <a href="http://healthyct.org">healthyct.org</a></li> <li>• <a href="http://uhc.com/xct">uhc.com/xct</a></li> <li>• <a href="http://ct.gov/dss">ct.gov/dss</a></li> </ul>	<p>Your Pharmacy Directory lists pharmacies in your insurance company's network that you can use to fill prescriptions. It also lists the prescriptions that are covered under the plan. You should consult your plan summary for information on how much you would pay for certain medications depending on what "tier" they are covered under.</p> <p>Your Provider Directory lists doctors, specialists and hospitals in your insurance company's network that provide covered services.</p>

## Who to Contact

Remember to always contact your insurance company directly for detailed information about your plan benefits or bill payments as Access Health CT does not have access to this information:

- **Anthem**  
1-855-738-6644  
[anthem.com](http://anthem.com)
- **ConnectiCare Benefits, Inc.**  
1-800-251-7722  
[connecticare.com](http://connecticare.com)
- **HealthyCT**  
1-855-458-4928  
[healthyct.org](http://healthyct.org)
- **UnitedHealthcare**  
1-877-760-3314  
[uhc.com/xct](http://uhc.com/xct)
- **Department of Social Services**  
1-800-656-6684  
[ct.gov/dss](http://ct.gov/dss)

## How to Get the Most from Your Coverage

- Take advantage of key in-network preventive care visits which are covered at 100% and can help you stay healthy.
- Use in-network benefits wherever possible.
- Take advantage of generic drugs and mail order programs, if offered by your provider. They are usually the cheapest options for the prescriptions you may need.
- Call your insurance company directly with questions and learn more about their resources.
- Always remember to pay your premiums on time so that you can avoid coverage delays or lapses in coverage.

[AccessHealthCT.com](http://AccessHealthCT.com)

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