



We're powered
by people
for a healthier
you.

When we look at our customers, we see ourselves. Newly born and newly wed. Business owners and the self-employed. Moms and dads. Newly hired and nearly retired. When it comes to your health – your life – ConnectiCare is right here to support you every step of the way.

Our network gives you lots of choice

We have thousands of doctors, pharmacies, and urgent care and walk-in centers in our network, plus every hospital in the state. You're covered for emergency and urgent care anywhere in the world, too.¹

Prevention is the best medicine

That's why our plans cover preventive care for free², including:

- Annual checkups and ob/gyn exams
- Cancer screenings
- Dental exams and cleanings for children
- Flu shots and other vaccines
- Birth control
- Drugs to prevent heart disease

Did you know *this* about ConnectiCare?

- ▶ No. 1 health plan on the Connecticut health insurance marketplace, Access Health CT, since 2016
 - ▶ Award-winning member services call center in Farmington³
 - ▶ ConnectiCare centers for walk-in service, help choosing a health plan, events, and classes
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Dental, mental health, and prescription drug coverage, too.

ConnectiCare health plans include prescription drug and mental health and substance abuse coverage, too.

And new for 2020, some plans include adult dental coverage for preventive cleanings and X-rays.

Making your health care dollars go further

- **Network discounts** – ConnectiCare-negotiated rates for services of doctors, hospitals and other facilities
 - **Telemedicine** – Talk to a doctor 24 hours a day with MDLIVE⁴ for one low copay
 - **Prescription home delivery** – 90-day supplies of drugs you take to stay well with free home delivery
 - **Other discounts** – ConnectiCare members get access to exclusive discounts and rewards. Check out what you get at connecticare.com/discountprograms
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When you enroll with us, here's what to expect.

Thanks for choosing ConnectiCare! After you finish enrolling through Access Health CT, watch your mailbox for:

<p>PREMIUM BILL within about one week</p> <p>Pay the bill by the due date so your coverage begins.</p>	<p>MEMBER IDENTIFICATION (ID) CARD within 7-10 days</p> <p>Use it after the date your coverage begins.</p>
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Important first steps as a ConnectiCare member



When you may hear from us

If you're new to ConnectiCare, we'll email you tips on how to get started with your plan. Every month we also email members our *Great to Know* newsletter.

We may also be in touch if you:

- Are overdue for an annual physical, screening or exam that you need to stay healthy
- Have an existing health condition that needs checking in on

Need help? We're here.

We're right here in Connecticut and ready to help when you need it. Contact us for things like questions related to your plan, paying your bill, finding a doctor or getting a new ID card.

▶ **Questions about renewing or buying a plan?**
1-800-723-2986 · chooseconnecticare.com

▶ **Questions about your existing ConnectiCare plan?**
1-800-251-7722 · connecticare.com

Keep in Touch

¹ Restrictions and limitations apply. See your plan documents for details on out-of-area coverage.

² "Free" preventive care means that you will not have a copay or have to pay money toward your deductible or coinsurance for the services. Sometimes a preventive care visit leads to other medical care or tests, even at a the same appointment. You should check with your doctor or doctor's staff during your visit to see if there are services you may be billed for.

³ The Stevie Awards for Sales & Customer Service is an awards program produced by the Stevie Awards. Feb 2019: ConnectiCare wins bronze for Contact Center of the Year (Up to 100 Seats) – Financial Services Industries and silver for Customer Service Management Team of the Year.

⁴ MDLIVE does not replace the primary care physician and is not an insurance product. MDLIVE may not be available in certain states and is subject to state regulations. MDLIVE does not prescribe DEA controlled substances and may not prescribe non-therapeutic drugs and certain other drugs which may be harmful because of their potential for abuse. MDLIVE does not guarantee patients will receive a prescription. Healthcare professionals using the platform have the right to deny care if based on professional judgment a case is inappropriate for telehealth or for misuse of services. MDLIVE and the MDLIVE logo are registered trademarks of MDLIVE, Inc. and may not be used without written permission. For complete terms of use visit <https://welcome.mdlive.com/terms-of-use/>.

Coverage underwritten by ConnectiCare Benefits, Inc. only, not by Access Health CT.

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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