

# Powered by people for a healthier you



Staying well and keeping safe from sickness has, perhaps, never been so important to us all. Health plans from ConnectiCare can help you get the care you need and provide the peace of mind that comes with the financial protection of health insurance. Plus, behind every plan are the people of ConnectiCare, committed to supporting you every step of the way.

## Get the care you need

ConnectiCare offers a variety of health plan options that include the benefits you need to stay healthy and get care when you're sick or hurt. No matter which plan you choose, you'll get:

- **Doctors' visits**  
Primary and specialist care, in person or by telehealth.
- **Prescription drug coverage**  
Including prescriptions that are available to you at no cost, like birth control and medicine to prevent heart disease.
- **Telemedicine**  
Every plan lets you reach a doctor or other health care provider 24/7 using a mobile app, phone, or computer.
- **Mental health and substance use disorder care**  
For anxiety, depression and other conditions.
- **Emergency and urgent care\***

Some plans waive the deductible and feature low copays for in-network doctor's office visits, urgent care, and generic prescription drugs. And, you may qualify for financial help with your premiums or out-of-pocket costs.\*\*

## New choices and services for 2021

Health care costs are always on people's minds. We're pleased to introduce these new services and options for 2021:

**Virtual plans** have \$0 copays for unlimited virtual visits with Teladoc®. Use the Teladoc mobile app, your phone, or video conference to visit a Teladoc doctor or licensed nurse 24/7/365. Teladoc health professionals can diagnose, treat, and, if medically necessary, prescribe medicines for a wide range of non-emergency conditions.\*\*\* You can visit other doctors and health care professionals when you need to, but you will be responsible for a deductible or copay.

**Compass plan.** Lower your out-of-pocket costs by visiting "preferred" primary care providers (PCPs) and hospitals in the ConnectiCare network. You can also visit other in-network doctors, but you will pay more.

\*Subject to limitations.

\*\*We can help you find out if you qualify for financial help. If you do, you will need to enroll in your plan through Access Health CT. Access Health CT is the only place you can get financial help to pay for your coverage. More information is also on their website at [accesshealthct.com](https://www.accesshealthct.com).

\*\*\*Telemedicine is not appropriate for all covered services, and restrictions apply.

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## Plus, benefits to help make your health care dollars go further

- Prescription home delivery — get 90-day supplies of drugs you take to stay well with free home delivery.
- Tips for staying healthy — take a health assessment and get a personalized action plan to improve your health.
- Other discounts — exclusive discounts and rewards on vision needs, health and wellness services, and more. Learn more at [connecticare.com/discountprograms](https://connecticare.com/discountprograms).

## What to expect after you enroll

Once you enroll through Access Health CT, watch your mailbox for:

- **Member ID card** — within 7-10 days.
- **Premium bill** — within 1 week – pay your bill by the date listed so you remain covered.

## Important next steps as a ConnectiCare member

- **Register for an account on [connecticare.com](https://connecticare.com)**  
You'll find tools to help you stay healthy, compare costs, and even track your spending.
- **Call your doctor to schedule your annual checkup**  
Remember, an annual physical is included in your plan. Don't have a doctor? Find one in your plan's network using "Find a doctor" on [connecticare.com](https://connecticare.com).

## Questions? We're here to help.

### BY PHONE

**1-800-723-2986** (TTY: 711)  
Monday - Friday, 8 a.m. to 5 p.m.  
*Extended hours Nov. 1 - Dec. 15:*  
Monday - Friday, 8 a.m. to 7 p.m.,  
Saturday, 9 a.m. to 3 p.m.

### IN PERSON

**At a ConnectiCare Center.**  
For hours and locations,  
or to make an appointment,  
go to [visitconnecticare.com](https://visitconnecticare.com)  
or call **1-877-523-6837**.

### ONLINE

Visit [chooseconnecticare.com](https://chooseconnecticare.com)  
or [accesshealthct.com](https://accesshealthct.com) to  
compare plan benefits,  
features, and premium rates.

## You can get help from Access Health CT

Visit [accesshealthct.com](https://accesshealthct.com) or call them at **1-855-805-4325** (TTY: **855-789-2428**). They can help you find out if you qualify for financial help.

### Keep in touch



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