

CONNECTICUT
PARTNERSHIP PLAN



PARTNERSHIP MOVE TO ANTHEM

New

**FOR ALL BENEFIT QUESTIONS,
CONTACT HEALTH NAVIGATOR**

866-611-8005

**answers@HealthAdvocate.com
carecompass.ct.gov/navigator**

**VIEW ALL DOCTORS & PROVIDERS
WITHIN ANTHEM'S NETWORK**

anthem.com/statect/find-care

**ALL HEALTH ENHANCEMENT
PROGRAM (HEP) INFORMATION**

cthep.com

CONNECTICUT
PARTNERSHIP PLAN 

OPEN ENROLLMENT
2020 | 2021



IMPORTANT UPDATES

- Your Oxford Freedom POS plan will automatically transition to the **Anthem State BlueCare POS plan** on October 1st
- Benefits are not changing, just the medical carrier. Enrollment files will be sent to Anthem automatically, so if you are not making any changes after Sept. 1, there is no action required on your part. Changes made beginning Oct. 1 must be made with Anthem
- CVS/Caremark will remain the pharmacy carrier and (if applicable) Cigna will remain the carrier for dental/vision – no changes to benefits
- HEP penalties are waived for 2020 but will resume in 2021. Check your status, and get more information, at CTHEP.com.
- A new ID card will function as the only insurance card you need for medical and pharmacy. ID cards will be mailed out starting in September.
- Visit CareCompass.ct.gov to help with benefit questions.

New Medical Carrier

- Anthem Blue Cross and Blue Shield
- Network: State BlueCare

Care Compass

- CareCompass.CT.gov
- A new centralized hub dedicated to the State/Partnership health plan, providing access to all health benefits materials and contact information



HEALTH NAVIGATOR

- A tool available by phone, web and online messenger chat to help members on the plan navigate their health benefits, answer questions about their benefits and troubleshoot problems

Network of Distinction

- A network of the highest quality doctors, hospitals and medical groups in the state for some of the most common procedures.

Anthem[®] 



Enhanced Dedicated State of Connecticut/Partnership Member Services Unit

- 30 specially trained associates
- Deep knowledge of State Partnership benefits
- Works consultatively with Health Navigators to ensure seamless experience

The support you receive from Health Navigators will be highly coordinated with Anthem's Enhanced Dedicated Member Services team to simplify your health care experience and connect you to the right care.

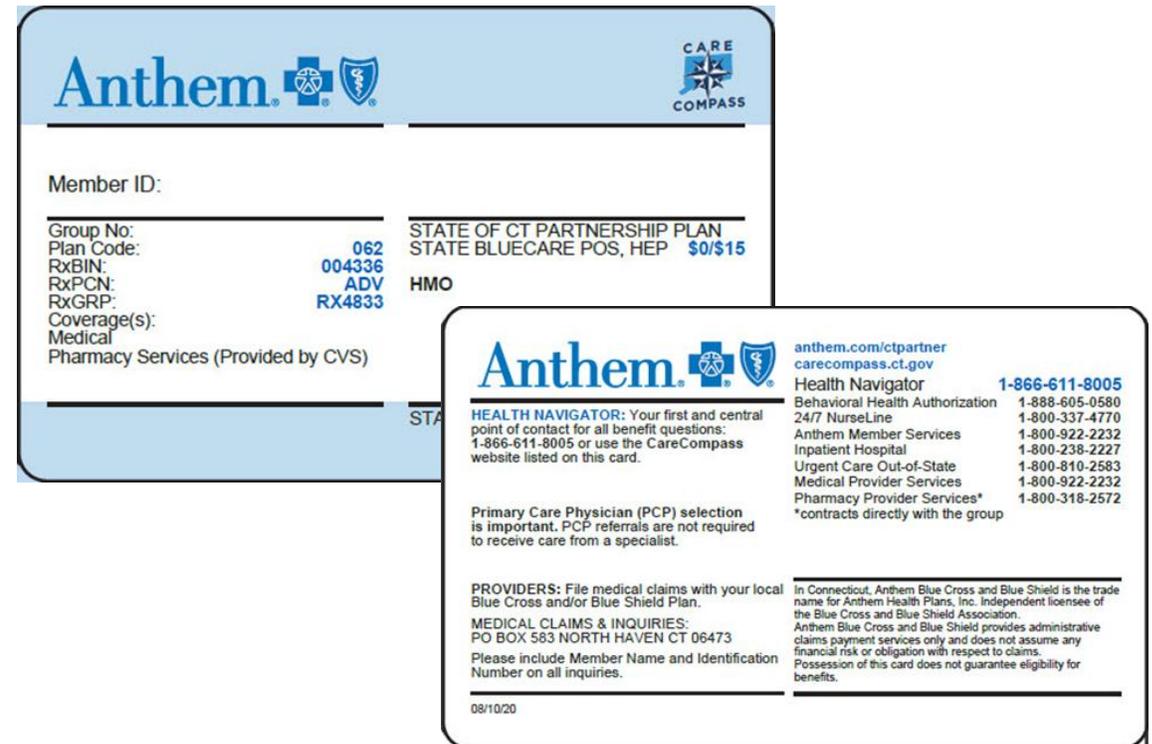
NEW! MEMBER ID CARD

You are receiving a new medical ID card in the mail. Here is what has changed from the last version:

- A single card for both medical and pharmacy benefits
- New member ID number
- New group number
- Care Compass logo & web site
- Contact information for Health Navigator
- ID cards will be mailed out starting in September

Digital ID Card

You can show, email or fax it to your doctors from your smartphone, computer or other device.



www.anthem.com/statect includes details and plan resources associated with your medical benefits through Anthem. You'll find:

- Find doctors in-network for your plan
- Registration and login links to secure plan information
- Health and wellness programs that are part of your coverage
- Audio/Video tutorials on our new and enhanced digital
- Links to FREE community and caregiver support resources
- Many more tools and resources...

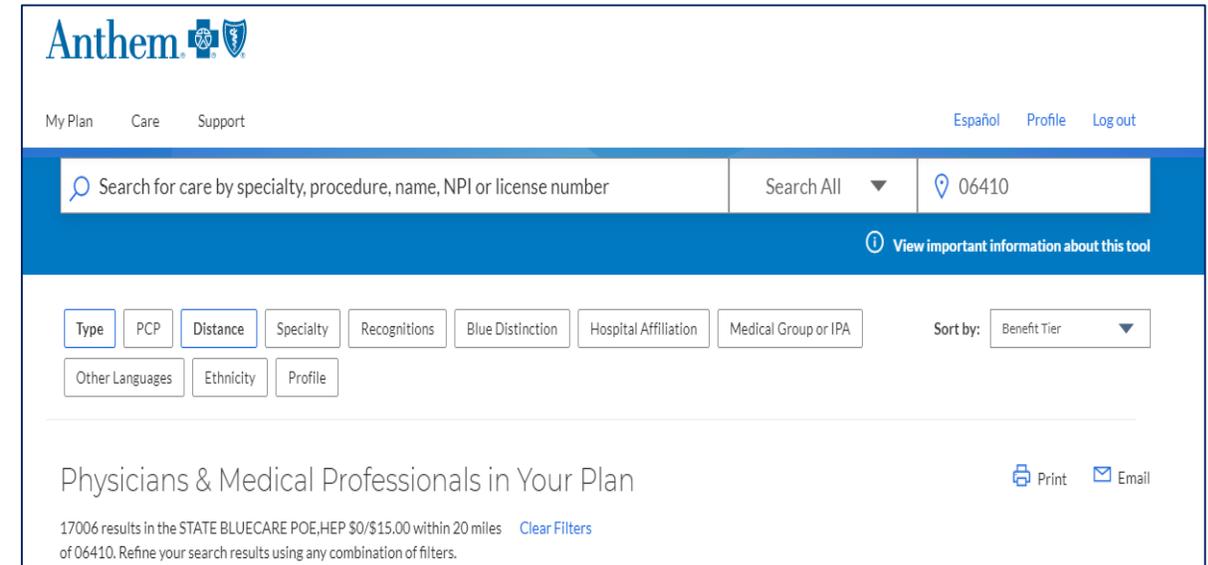
NOTE: Partnership microsite available Oct. 1:
www.anthem.com/ctpartner



Don't Forget! Your online plan experience will be more personalized and easier when you access and search for information as a registered [anthem.com/statect](http://www.anthem.com/statect) user.

Our enhanced **Find Care** tool makes it easier to find high-quality doctors and other health professionals in your plan.

- Specialties and quality ratings
- **NEW!** Network of Distinction doctors
- Site of Service and Preferred Value Tier 1 Providers
- Side-by-side comparisons of different doctors
- Whether a doctor is accepting new patients
- More intuitive application and more powerful



NOTE: Partnership microsite available Oct. 1:

www.anthem.com/ctpartner

NEED HELP? Go to anthem.com/statect for detailed 'Find Care' search tutorials.

Sydney Health is Anthem's Mobile App. *Anthem resources in the palm of your hand!*

On or after Oct. 1, register and log-in to

- Check benefits information and claims details
- Search for doctors, hospitals and other health care professionals in your plan
- View, email and fax your digital ID card
- Seamless access to other resources through our Sydney Care Health Tool

PLUS -- *Sydney Health can suggest resources to help you understand your benefits, improve your health and save money!*

More Online Tools:

- Symptom Checker
- Virtual Health Visits
- Aunt Bertha – Help with food, transportation, job training and more.
- ianacare – FREE app connects you to a personalized caregiver support team that helps you in providing care for your loved one.

Many behavioral health resources available to you through your Anthem State Partnership Plan medical benefits, including:

- Child Family/Guardian Outreach program
- Autism Spectrum Disorder (ASD) program
- Intensive In-home Behavioral Health Services for children, adults
- Aware Recovery Care (ARC) for drug and alcohol addiction
- Wheeler Clinic's Substance Abuse Treatment/Recover Services families
- **NEW!** Kaden Health's Virtual Opioid Addiction treatment
- Eating Disorders Management Program
- LiveHealth Online Psychology



When you need behavioral health support
There are programs that can help

The State of Connecticut is committed to supporting your emotional well-being. If you or a family member faces behavioral health challenges, including mental health conditions, substance abuse and eating disorders, we want to connect you to resources that can make a difference.

Program	How it can help*
Child Family/Guardian Outreach	If you have a child receiving behavioral health services in a hospital setting, an Anthem care manager will contact you within 48 hours of your child's admission. He or she will help you understand the recovery process, discuss a treatment plan for when your child comes home and answer any questions.
Intensive In-home Behavioral Health Services	You and your dependents (ages 3 to 24) with complex psychiatric or substance abuse challenges can use a number of in-home treatment programs. An emergency department, inpatient facility or Anthem care manager will usually refer you.
Autism Spectrum Disorder (ASD)	If your child has ASD, your family may need support services. This program focuses on the entire family, guiding you through treatment and keeping your child's providers connected. To enroll, call an Anthem Behavioral Health care manager at 1-888-605-0560.
Substance Use Disorders, In-home	If you need long-term substance use disorder treatment, including withdrawal management and medication-assisted treatment (MAT), Aware Recovery Care (ARC) can provide it in the privacy and security of your home. To enroll, call 1-203-779-5799 or go to awarerecovery.com . If you are an adult who has or is at risk for substance abuse issues, Wheeler Clinic also offers treatment. To enroll, call 1-800-793-3588 or visit wheelerclinic.org .
Eating Disorder Management	If you are admitted to an intensive care setting for eating disorder treatment, an Anthem care manager will reach out and work with you to make sure you are receiving the support you need. If you have a problem with opioids, such as morphine, heroin, codeine, oxycodone or

Detailed descriptions about each of these programs are available under *Getting Better Care* at anthem.com/statect/find-care/.

THANK YOU!



Questions about your Anthem medical benefits?

- ✓ carecompass.ct.gov/ctpartner
- ✓ With any questions about your benefits, contact Health Navigator by phone at (866) 611-8005 or on carecompass.ct.gov.

We are truly proud to serve you.



HEALTH NAVIGATOR

POWERED BY HEALTH ADVOCATE

Health Navigator

- **Provided by the State at no cost to you!**
- **Central point of contact for all your healthcare and benefits needs**
- **Confidential support from a Personal Health Navigator**
- **Interactive website and mobile app**
- **Unlimited access for you, your spouse, dependent children**
 - **Access is also available to your parents and parents in-law, who are interested in their insurance options.**

A Personal Health Navigator can:

- **Locate doctors, hospitals and other healthcare facilities that offer high quality care and service, including Networks of Distinction**
- **Explain the cost savings and benefits of staying in-network**
- **Schedule appointments and transfer medical records**
- **Provide expert help with medical issues, no matter how complex**
- **Coordinate services related to all aspects of your care**
- **Resolve insurance claims and medical billing issues**

Health Navigator Website and Mobile App

- Instantly connect with a Personal Health Navigator
- Use the Health Navigator Search Tool to find Networks of Distinction and view available incentives
- Upload documents and forms
- View the status of a case in real time
- Review trusted information on health topics

Download the app or visit:

healthadvocate.com/stateofconnecticut

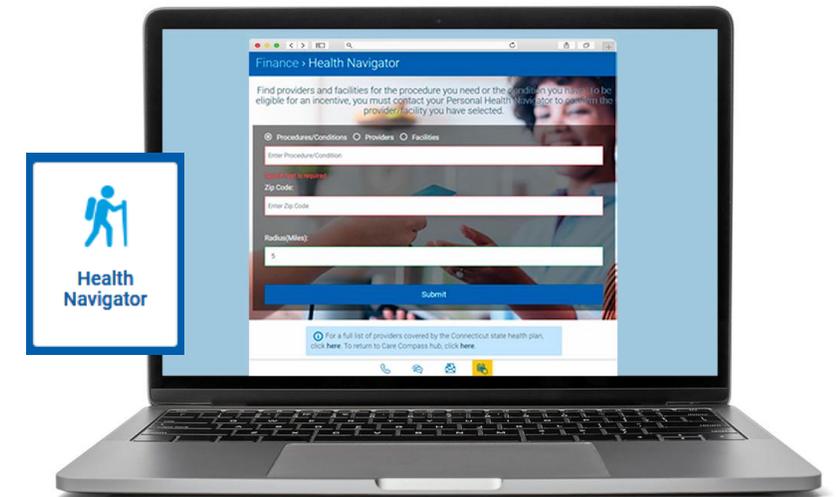
Get Started:

1. Click “Register Now”
2. Enter your personal information
3. Create a username and password; select security questions
4. Confirm you read the Privacy Statement and Terms and Conditions
5. Click register
6. Verify your email address

Networks of Distinction providers and locations offer the highest quality care. Visiting one for certain procedures may earn you a cash incentive. Here's how to find one:

Log into the Health Advocate website or app

- **From the “I would like to...” menu on the home page select Health Navigator**
- **Input your search criteria into the fields**
- **Click “Submit”**
- **View your results**





Call **866.611.8005** or visit
HealthAdvocate.com/StateofConnecticut
and **we will get you the help you need!**



HEALTH NAVIGATOR

POWERED BY HEALTH ADVOCATE

- By phone: (866) 611-8005
- By web: Look for the Health Navigator button at CareCompass.ct.gov