

ConnectiCare<sup>®</sup>

&

**Region #14 Schools**

Inspiring Excellence

5, 5, 2017

# 4 things to know about ConnectiCare

## 1. We've been in Connecticut for 35+ years

- 700+ employees in Farmington, CT
- 11 Provider Collaborations covering 70% of our members
- Introduced in 2016 - *CliniSanitas*
- Committed to serving the Connecticut population



## 2. We're experts in providing health care cover

- 300+ large group customers
- 40+ municipal/public sector customers



Town of Weston, CT



Stratford Board of Education  
"Tantum eruditi liberi" Only the educated are free

## 3. Emblem Health is our parent

- Non-Profit with 3+ million members
- Carrier of Choice for City of New York Employees for 60+ years



## 4. We're great at what we do

- Ranked among the top commercial health plans in the U.S.
- Most recommended health plan in CT
- NCQA Health Plan

ConnectiCare

# Provider Network

*Our Name May Say Connecticut, but the Coverage is National...*

## The PHCS Multiplan Network Provides Coverage in all 50 States

- Largest National Network
- 900,000 Providers
- 4,800 Hospitals
- 100,000 Ancillary Care Facilities
- 95% of Pharmacies Nationwide

## Our Regional Network Covers Connecticut, Rhode Island, Metropolitan New York and Western Massachusetts:

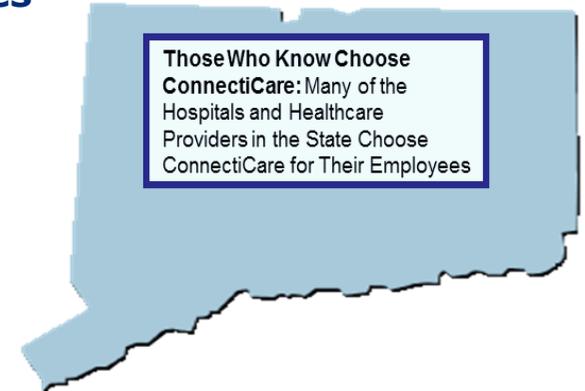
- 10,992 Primary Care Physicians, 43,259 Specialists
- 129 Hospitals including all Connecticut Hospitals
- Over 663 Participating Pharmacies In Connecticut and 60,000 Nationally

## ConnectiCare has a Stable Network

- Hospital and Medical Providers Have a One-Two Year Renewal Process in Place
- Current Contractual Terms Continue Until Mutual Agreement

**Over 97% provider match for RSD 14**

**100% of all emergent and urgent care is covered in network nationally and internationally**

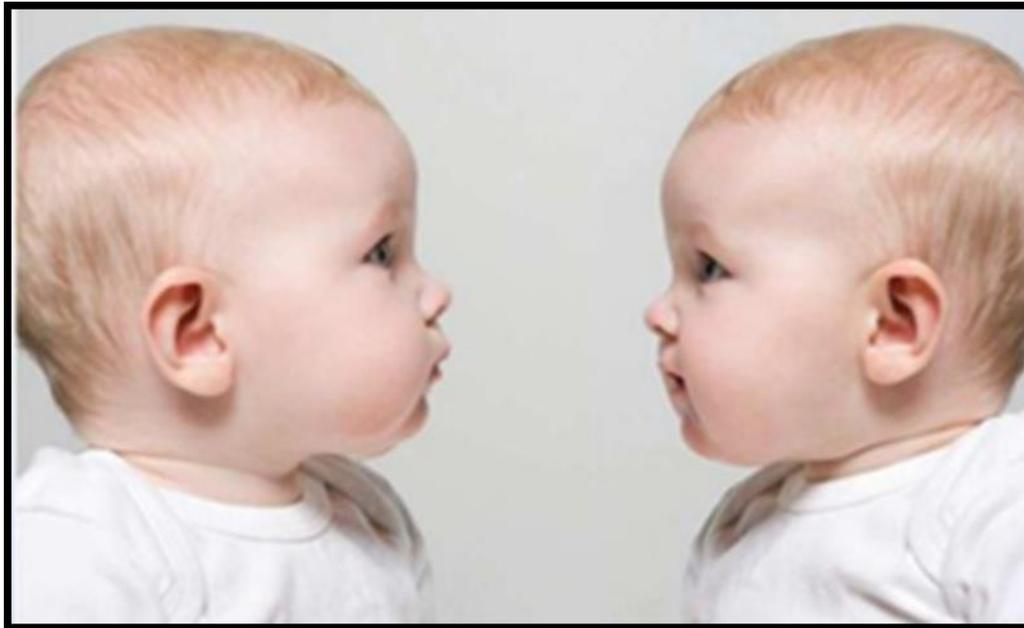


"Here at Yale Medical Group, we have contact every day with all the major carriers, and ConnectiCare representatives are the best."  
*Nancy Lewin, Yale Medical Group*

ConnectiCare<sup>®</sup>

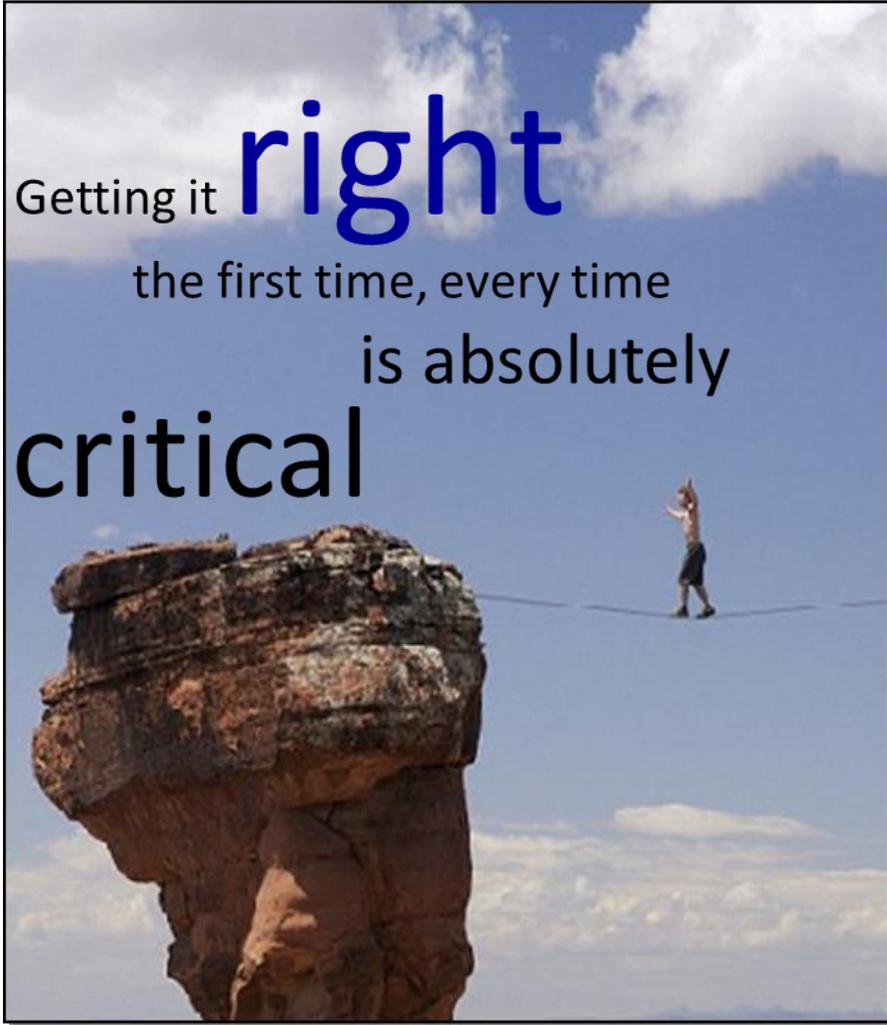
# Matching Benefits

**ConnectiCare Will Seamlessly Match and Administer all Existing Public Sector Benefit Designs 100% in Support of Existing Union Contracts**



# Our Service Philosophy

Getting it **right**  
the first time, every time  
is absolutely  
**critical**



## What We Do

- “Brilliant At The Basics” And “Best In Class” Service
- Empowered, Enabled And Engaged To Provide The Right Answer, The First Time
- State Of The Art Customer Service Center In Farmington
- Live Person Answers Every Call
- Talent Plus Hiring
- Strong Commitment To Connecticut – No Outsourcing

## The ConnectiCare Difference

### Voice Of The Customer

- Listening to our Customers – Direct Customer Feedback
- Engaged Member Advisory Community – 600 Customer Participants
- Feedback Used To Drive Product Development And Improve Business Processes

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# Net Promoter Score

**Net Promoter Scores (NPS)\*\*** is a measurement of promoters over detractors. Promoters are people who would recommend a company they like to a friend or family member.

■ How likely are you to recommend ConnectiCare to a friend or family member?

Very Unlikely 0 1 2 3 4 5 6 7 8 9 10 Very Likely

DETRACTORS      PASSIVES      PROMOTERS

**Promoters - Detractors = Net Promoter Score**

Company	NPS*
ConnectiCare	23%
United Healthcare	20%
Aetna	19%
CIGNA	20%
Anthem	10%

NPS Comparison Across Industries		
INDUSTRY	COMPANY	NPS SCORE
Home Insurance		80%
Department/ Specialty Stores		78%
Auto Insurance		76%
Smartphones		70%
Online Shopping		69%
Airlines		66%
Tablet Computers		65%

\*Competitor NPS is obtained through a third party (Satmetrix 2013-2014 & Temkin 2015-2016) using an online survey among a nationally representative of consumers in the US



# Our Municipal Experience

## Our Results

- Large Customers With Complex Group Structures
- Identical Union Benefits Match / Implementation
- No Union Grievances
- No Member Care Disruptions
- Testimonials From Municipal Leadership Acknowledging Impeccable Transition Process



## How We Succeed

- Through Our Highly Experienced Municipal Account Team
- Our Team Works Side-by-Side With Your Benefits Team
  - Clear Upfront Employee Communication and Meetings
    - Understanding Union Contracted Benefits
    - Attention to the Details

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# Ask Your Peers How Good We Are...

We Are the Provider of Choice for a Host of Municipalities and Large Groups in Connecticut.



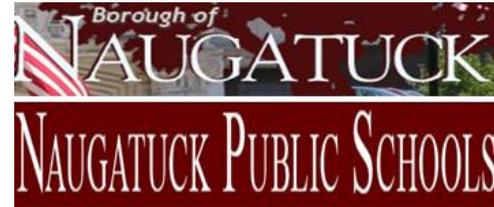
Town of Weston, CT



DARIEN  
CONNECTICUT



Metro-North Railroad



Connecticut Conference  
of Municipalities



Cromwell  
Public Schools  
*Placing Students First*



Thomaston  
PUBLIC SCHOOLS



Stratford Board of Education  
*"Tantum eruditi liberi" Only the educated are free*



Northwestern  
Regional School  
District No. 7



ConnectiCare

# Implementation and Transition Efficiency

## We Will Make the Transition to ConnectiCare an Effortless Process

- Dedicated Onsite Support Including Customer Service, Account Management and Clinical Support Staff
- Nurse Care Managers to Assist with Continuity of Care
- Uninterrupted and Fully Integrated Pharmacy Benefits
- Customized Communication Plan Including Open Enrollment Meetings Staffed by your Dedicated Account Management Team
- Guaranteed Accurate ID Cards Prior to the Effective Date
- Attention to Detail and Methodology of New Account Implementation Sets Us Apart



# Online Member Portal: Easy Access to Health and Cost Information

The image displays the ConnectiCare website interface. At the top left is the ConnectiCare logo. To its right is a 'Log in to:' dropdown menu set to 'Portal Access' and a search bar. Below this is a dark blue navigation bar with links for 'Find a Doctor', 'Pharmacy', 'Health & Wellness', 'Plan Overview', 'Estimate Costs', and 'About Us'. The main content area features a large banner image of a woman and a child riding a bicycle. Text on the banner reads 'Welcome to ConnectiCare' and 'How can we help you?'. Below the banner are five tabs: 'Individual or Family', 'Medicare Eligible', 'Employer', 'Broker or Consultant', and 'Health Professional'. Under these tabs are several service links: 'Shop for Insurance', 'Renew my SOLO Plan', 'Get a Quote', 'Pay a premium bill', 'Find a Doctor', 'Get forms', 'Access My Care Dashboard', and 'Download IRS Form 1095-B, proof of medical'. A 'Requires Login' icon is present. At the bottom left is a 'Log In or Register' section with another 'Log in to:' dropdown set to 'Portal Access' and links for 'Not registered? Register' and 'Forgot my username'. On the right, a tablet displays a mobile version of the website, showing the logo, navigation bar, and the top part of the banner.

ConnectiCare

***Large Enough to Deliver...  
...Small Enough to Care***

***Questions and Answers***

