

# THE EVENT WILL BEGIN SHORTLY



To ask questions at any time during the event, please use the Q&A function on your screen.



A copy of this presentation and a prerecorded video are available on-demand at [carecompass.ct.gov](https://carecompass.ct.gov)

*New*

**FOR ALL BENEFIT QUESTIONS,  
CONTACT [HEALTH NAVIGATOR](#)**

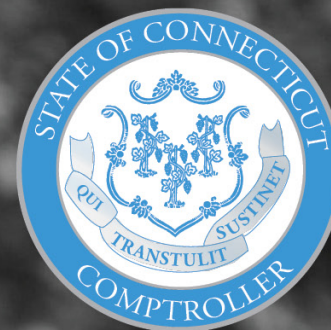
**866-611-8005**  
**[answers@HealthAdvocate.com](mailto:answers@HealthAdvocate.com)**  
**[carecompass.ct.gov/navigator](https://carecompass.ct.gov/navigator)**

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

**[anthem.com/statect/find-care](https://anthem.com/statect/find-care)**

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

**[cthep.com](https://cthep.com)**



STATE OF CONNECTICUT  
**OPEN ENROLLMENT**  
**2020 | 2021**





# IMPORTANT UPDATES



OFFICE *of the*  
STATE COMPTROLLER



**HEP penalties are waived for 2020 but will resume in 2021. Check your status, and get more information, at [CTHEP.com](https://CTHEP.com).**



**Oxford plans will automatically transition to the most comparable plan with Anthem on October 1st unless changed**



**A new ID card will function as the only insurance card you need for medical and pharmacy. One will be mailed to you in October.**



**Visit [CareCompass.ct.gov](https://CareCompass.ct.gov) to view payroll deduction rates and find the enrollment form.**

# NEW THIS YEAR



OFFICE *of the*  
STATE COMPTROLLER

- **Care Compass**
- **Health Navigator**
- **Networks of Distinction**
- **New Anthem Blue Cross and Blue Shield (Anthem) Partnership**
- **New Quality-Focused Plan Option**  
(State BlueCare Prime Plus POS)





# CARE COMPASS



OFFICE *of the*  
STATE COMPTROLLER



**Centralized online  
hub dedicated to  
state health plan**



[www.carecompass.ct.gov](http://www.carecompass.ct.gov)

## Your first & central point of contact for the state health plan

- Questions about medical, pharmacy or dental benefits?
- Find incentive-eligible procedures
- Get help finding a doctor



**Phone:**  
**Call (866) 611-8005**



**Instant Chat:**  
**Look for Health Navigator at *CareCompass.CT.gov***

CONTACT HEALTH NAVIGATOR 





# YOUR TO-DO LIST



OFFICE *of the*  
STATE COMPTROLLER

- ✓ Review Active Planner or [CareCompass.ct.gov](https://carecompass.ct.gov) for plan info and rates
- ✓ If needed, use Provider Finder to see if your doctors are in-network (click "[Provider Finder](#)" on [CareCompass.ct.gov](https://carecompass.ct.gov))
- ✓ Contact [Health Navigator](#) with any benefit questions

## ! If you want to make changes to your plan:

- Contact your agency's Human Resources or Payroll Department
- Fill out necessary paperwork and return to them

Anthem<sup>®</sup>





# WELCOME & WELCOME BACK!



## **State of Connecticut Anthem Account team**

- Elizabeth Bossidy-Tobin
- Adrian Walker
- Arthur Carter

## **Enhanced Dedicated State of Connecticut Member Services Unit**

- 30 specially trained associates
- Deep knowledge of all state plans/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

## Digital ID Card

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

The image shows two versions of the Anthem member ID card. The top card is the old version, and the bottom card is the new version. The new card features the Care Compass logo, a new member ID number, and contact information for the Health Navigator. The old card features the Anthem logo and the Care Compass logo.

**Old Card Information:**

- Member ID: [Redacted]
- Group No: 062
- Plan Code: 004336
- RxBIN: ADV
- RxPCN: RX4750
- Coverage(s): Medical
- Pharmacy Services (Provided by CVS)
- STATE OF CONNECTICUT
- STATE BLUECARE POS
- \$0/\$15
- HMO

**New Card Information:**

- anthem.com/statect
- carecompass.ct.gov
- Health Navigator 1-866-611-8005
- Behavioral Health Authorization 1-888-605-0580
- 24/7 NurseLine 1-800-337-4770
- Anthem Member Services 1-800-922-2232
- Inpatient Hospital 1-800-238-2227
- Urgent Care Out-of-State 1-800-810-2583
- Medical Provider Services 1-800-922-2232
- Pharmacy Provider Services\* 1-800-318-2572
- \*contracts directly with the group

**HEALTH NAVIGATOR:** Your first and central point of contact for all benefit questions: 1-866-611-8005 or use the CareCompass website listed on this card.

**Primary Care Physician (PCP) selection is important.** PCP referrals are not required to receive care from a specialist.

**PROVIDERS:** File medical claims with your local Blue Cross and/or Blue Shield Plan.

**MEDICAL CLAIMS & INQUIRIES:** PO BOX 583 NORTH HAVEN CT 06473  
Please include Member Name and Identification Number on all inquiries.

**In Connecticut, Anthem Blue Cross and Blue Shield is the trade name for Anthem Health Plans, Inc. Independent licensee of the Blue Cross and Blue Shield Association.**  
Anthem Blue Cross and Blue Shield provides administrative claims payment services only and does not assume any financial risk or obligation with respect to claims. Possession of this card does not guarantee eligibility for benefits.

07/22/20



# **NEW!** STATE BLUECARE PRIME PLUS POINT OF SERVICE PLAN



**You will save on premiums and out-of-pocket costs by only using high-quality doctors, specialists and locations that have proven excellence in care delivery and patient experience.**

- Network limited to high-quality providers (part of State BlueCare Prime network)
- Your primary care physician leads your care plan with in-network referrals.
- Stay in-network to pay the least for covered services
  - ✓ Out-of-network care may require prior authorization and is reimbursed at a significantly lower rate (after you pay the annual deductible). Prior authorization is subject to medical necessity.
- Specialist referrals highly recommended (by your chosen in-network PCP)\*\*
  - ✓ Services received in-network without a referral or from an out-of-network provider are reimbursed at 70% of the allowable cost (after you pay the annual deductible).

\*\*You will get confirmation by mail of referral.

# THE STATE OF CONNECTICUT MEDICAL PLAN PORTFOLIO



BENEFIT	State BlueCare POS	State BlueCare POE	State BlueCare POE Plus	State Preferred/ State Out-of-Area	<b>NEW in 2020</b> State BlueCare Prime Plus POS
Out-of-Network Coverage	X			X	X
Preventive Care	X	X	X	X	X
PCP Required			X		X
Specialist Referral			X		X
Telehealth	X	X	X	X	X
Away From Home Care	X	X	X	X	X
National Access	X	X	X	X	X

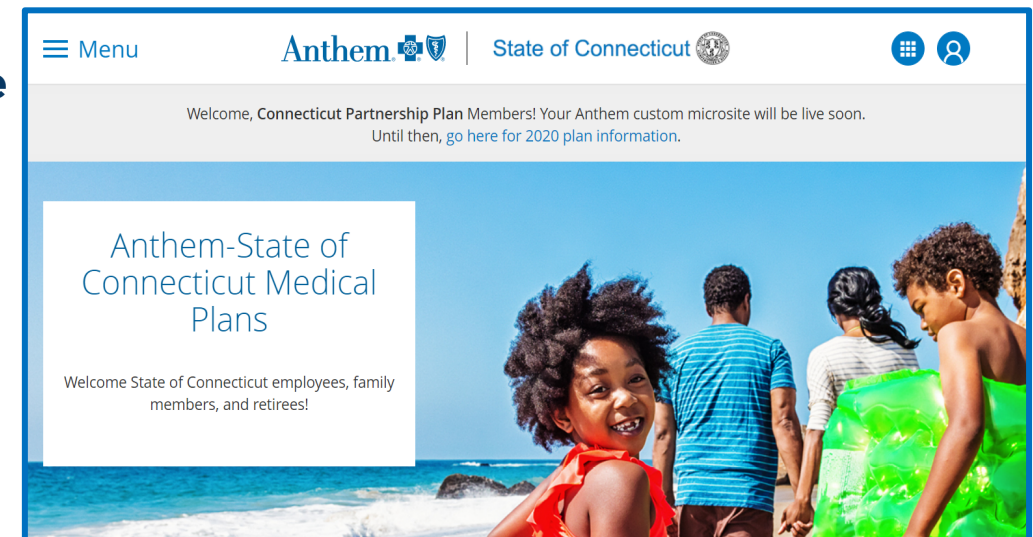
These programs remain unchanged: Site of Service for imaging lab and diagnostic x-rays\*; physical and occupational therapy benefit; State of Connecticut Preferred Value Tier 1 benefit for PCPs and select Specialists.

*\*Breast mammography, breast ultrasound and pathology lab services are excluded from the Site of Service program.*



***[www.anthem.com/statect](https://www.anthem.com/statect)*** includes details and plan resources associated with your medical benefits through Anthem. You'll find:

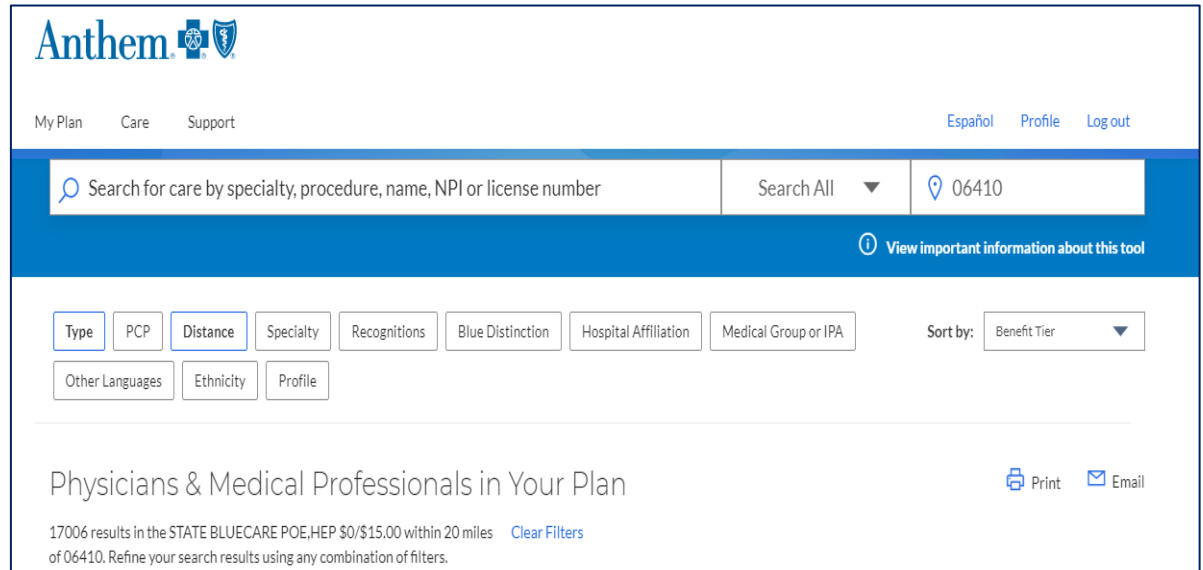
- Find doctors in-network for your plan
- Registration and login links to secure plan information
- Health and wellness programs that are part of your coverage
- Audio/Video tutorials on our new and enhanced digital resources
- Links to FREE community and caregiver support resources
- Many more tools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



***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](https://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 search capabilities



The screenshot shows the Anthem Find Care tool interface. At the top, there's the Anthem logo and navigation links for 'My Plan', 'Care', and 'Support'. On the right, there are links for 'Español', 'Profile', and 'Log out'. Below this is a search bar with the placeholder text 'Search for care by specialty, procedure, name, NPI or license number'. To the right of the search bar are buttons for 'Search All' and a location input field showing '06410'. A blue banner below the search bar contains a link to 'View important information about this tool'. Underneath the banner are various filter buttons: 'Type', 'PCP', 'Distance', 'Specialty', 'Recognitions', 'Blue Distinction', 'Hospital Affiliation', 'Medical Group or IPA', 'Other Languages', 'Ethnicity', and 'Profile'. To the right of these filters is a 'Sort by:' dropdown menu set to 'Benefit Tier'. Below the filters, the text reads 'Physicians & Medical Professionals in Your Plan'. At the bottom, it states '17006 results in the STATE BLUECARE POE, HEP \$0/\$15.00 within 20 miles of 06410. Refine your search results using any combination of filters.' There are also 'Print' and 'Email' icons on the right.

***NEED HELP? Go to [anthem.com/statect](https://anthem.com/statect) for detailed 'Find Care' search tutorials.***

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

### *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 of Connecticut medical benefits, including:

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

Detailed descriptions about each of these programs are available in your 2020 Open Enrollment brochure and under *Getting Better Care* at [anthem.com/statect/find-care/](https://anthem.com/statect/find-care/).



### 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 <a href="https://www.awarerecovery.com">awarerecovery.com</a> . 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 <a href="https://www.wheelerclinic.org">wheelerclinic.org</a> .
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



# THANK YOU!



## Questions about your Anthem medical benefits?

- ✓ [www.anthem.com/statect](http://www.anthem.com/statect)
- ✓ With any questions about your benefits, contact Health Navigator by phone at (866) 611-8005 or on [carecompass.ct.gov](http://carecompass.ct.gov).

## We are truly proud to serve you.

Anthem Blue Cross and Blue Shield is the trade name of Anthem Health Plans, Inc. Independent licensee of the Blue Cross and Blue Shield Association. ®ANTHEM is a registered trademark of Anthem Insurance Companies, Inc.



# HEALTH NAVIGATOR

POWERED BY HEALTH ADVOCATE

## Health Navigator

- **Provided by the state at no cost to you!**
- **Central point of contact for all of 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, parents and parents-in-law**

## **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**



# PERSONALIZED ASSISTANCE AT YOUR FINGERTIPS



## 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](https://healthadvocate.com/stateofconnecticut)**

### Get Started:

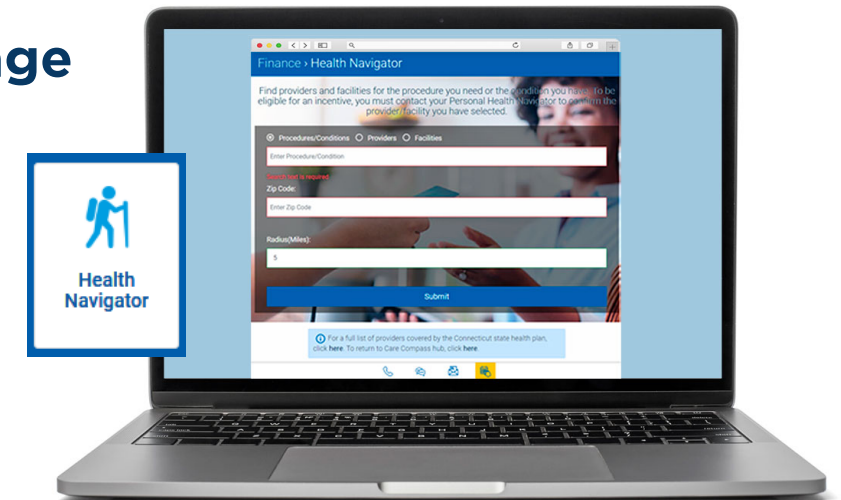
1. Click “Register Now”
2. Enter your personal information
3. Create a username and password; select security questions
4. Confirm you read the Privacy Statement and Terms and Conditions
5. Click register
6. Verify your email address

# FIND NETWORKS OF DISTINCTION & AVAILABLE INCENTIVES

**Network 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



# GET STARTED TODAY



**Call 866.611.8005 or visit  
[HealthAdvocate.com/StateofConnecticut](https://HealthAdvocate.com/StateofConnecticut)  
and we will get you the help you need!**







Cigna®



# UNDERSTAND YOUR DENTAL PLAN OPTIONS



## UNDERSTAND YOUR PLAN OPTIONS

**Basic Plan** – This plan allows you to visit any dentist or specialist.

**Enhanced Plan** – This plan offers dental services both within and outside of a network of dentists and dental specialists without a referral. **However, your out-of-pocket expenses may be higher if you see an out-of-network provider.**

**Cigna Dental Care (DHMO)** – This plan provides in-network dental services only.

	BASIC PLAN (any dentist)	ENHANCED PLAN (network)	CIGNA DENTAL CARE (DHMO) (network only) <sup>2</sup>
Annual deductible	None	\$25/individual, \$75/family	None
Calendar year maximum	None	Maximum \$3,000 per person (excluding orthodontics)	None
Exams, cleanings and routine X-rays	Covered at 100%	Covered at 100%, no deductible	Covered at 100%
Periodontics:			
Periodontal maintenance	Covered at 80%	Covered at 100%, no deductible	Covered
Periodontal scaling and root planing	Covered at 50%	Covered at 80%	Covered
All other covered periodontal services	Covered at 50%	Covered at 80%	
Simple restoration (Fillings)	Covered at 80%	Covered at 80%	Covered
Oral surgery	Covered at 67%	Covered at 80%	Covered
Major restoration (Crowns)	Covered at 67%	Covered at 67%	Covered
Dentures, fixed bridges	Not covered	Covered at 50%	Covered
Implants	Not covered	Covered at 50% (to a maximum of \$500)	Covered
Orthodontia	Not covered	Maximum: \$1,500 per person per lifetime	Covered

**OUR DHMO  
NETWORK HAS  
EXPANDED!** Be sure  
to check out  
[Cigna.com/stateofct](https://Cigna.com/stateofct)  
to see if your  
provider has joined  
this network.

**Note:**  
**You will be receiving a new  
dental coverage card by mail.**

# IMPORTANT INFORMATION TO KNOW



## **Consider Cigna Dental Care (DHMO)**

- **Our DHMO network has expanded!**
- **Out of pocket costs are generally lower under the DHMO plan**
- **No deductibles and no dollar maximums. What you pay your dentist is clearly listed on your Patient Charge Schedule**
- **No age limit on sealants, which help prevent tooth decay**
- **20% of employees covered under the Basic and/or Enhanced plans are already using DHMO providers**

## **Contact Information:**

- **Go to the Provider Directory at [Cigna.com/StateofCT](https://Cigna.com/StateofCT), [myCigna.com](https://myCigna.com), or the myCigna App. Our online dental directory is updated weekly. Call 800.Cigna24 (800.244.6224) to speak with a customer service representative.**



# QUESTIONS

more info:  
[carecompass.ct.gov](https://carecompass.ct.gov)



POWERED BY HEALTH ADVOCATE

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