THE EVENT WILL BEGIN SOON

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

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
IMPORTANT UPDATES

HEP penalties are waived for 2020 but will resume in 2021. Check your status, and get more information, at 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 to view payroll deduction rates and find the enrollment form.
NEW THIS YEAR

- 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)
Centrized online hub dedicated to state health plan

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
YOUR TO-DO LIST

- Review Active Planner or 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)
- 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
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.
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.
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.
<table>
<thead>
<tr>
<th>BENEFIT</th>
<th>State BlueCare POS</th>
<th>State BlueCare POE</th>
<th>State BlueCare POE Plus</th>
<th>State Preferred/State Out-of-Area</th>
<th>NEW in 2020 State BlueCare Prime Plus POS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Out-of-Network Coverage</td>
<td>X</td>
<td></td>
<td></td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Preventive Care</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>PCP Required</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Specialist Referral</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Telehealth</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Away From Home Care</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>National Access</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

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.
**WEB & MOBILE PLAN RESOURCES**

**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 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

**NEED HELP?** Go to anthem.com/statect for detailed ‘Find Care’ search tutorials.
NEW! SYDNEY HEALTH MOBILE APP

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/.
THANK YOU!

Questions about your Anthem medical benefits?

✓ www.anthem.com/statect
✓ 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.

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

• 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

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

Download the app or visit: healthadvocate.com/stateofconnecticut
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 and we will get you the help you need!
UNDERSTAND YOUR DENTAL 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.

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

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

OUR DHMO NETWORK HAS EXPANDED! Be sure to check out Cigna.com/stateofct to see if your provider has joined this network.
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, 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
• By phone: (866) 611-8005

• By web: Look for the Health Navigator button at CareCompass.ct.gov