
HEALTH ENHANCEMENT PROGRAM (HEP)

BY THE STATE OF CONNECTICUT AND CARE MANAGEMENT SOLUTIONS - A WELLSPARK AFFILIATE

Frequently Asked Questions

Q: How does Care Management Solutions determine compliance?

A: Each year, CMSI loads your age-appropriate preventive and chronic requirements to your HEP portal. As you obtain your required screenings, CMSI receives the claims data from your insurance carrier and uploads that data to your HEP portal. As the claims come in you will see your requirements marked as complete.

Q: When does the program start?

A: The program runs on a calendar year basis so each year on January 1st a new compliance year begins. Your requirements for the year are based on your age on that day. So, if you are 49 on January 1st, you are held to the requirements for a 49-year-old, even though you turn 50 in that calendar year.

Q: How can I contact someone about HEP?

Phone: 1-877-687-1448 Monday -Friday 8 am-7pm and Saturday 8am-Noon.

Email: HEPquestions@Connect2YourHealth.com

Q: How do I complete my Chronic condition education?

A: We provide support and education for participants with asthma, chronic obstructive pulmonary disorder (COPD), coronary artery disease (CAD), diabetes, heart failure, hypertension (high blood pressure), and hyperlipidemia (high cholesterol). The chronic education requirement can be completed a few different ways:

- Register on the portal at CTHEP.com and take a short survey, read a fact sheet, or watch a video on your specific condition
- Call our care team at 1-877-687-1448 and complete a short survey over the phone with a representative
- Attend a HEP Wellbeing seminar related to the specific chronic condition.

If one of our dedicated nurse care managers calls you, you are required to have at least one conversation. If the nurse recommends that you participate in a support program, that decision is entirely up to you. It is not a requirement, but it is highly encouraged.

Q: A service is required less frequently than every year – every 2, 3, 4, 5, 7, and even 10 years. Do I have that long to complete it?

A: Here's how those work: We will look back at claims the appropriate number of years to see if the requirement has been completed. Requirements are measured using the current compliance year. For example, for Compliance year 2022, if you are 45 years old, and a vision exam is required once every four years, on Dec. 31, 2022, we will look back to see if it was completed in either 2019, 2020, 2021, or 2022.

Q: I had a service that I needed before this insurance went into effect. Do I have to have it again?

A: No, you do not. Have your health care provider fill out a Physician Notification Form (PNF) with the date the service was done and submit it to us (instructions are on the form). For example: you are a new employee (Partnership group) who is 57 years old and had your colonoscopy seven years ago. That satisfies your requirement for a colonoscopy, but you must submit the PNF. You can access a PNF at any time at CTHEP.com under "FORMS" at the top of the home page.

Q: I had my physical in December of last year, and my doctor is telling me I cannot get one sooner than December of this year because of the insurance. What do I do? I am afraid if it gets cancelled due to weather, I will be out of compliance.

A: You do NOT have to wait 365 days to schedule a preventive visit. Your insurance pays for one every calendar year, regardless of when in the calendar year you have it. If your provider has a question about this, they should contact your health insurance company.

Q: My doctor does not feel I need to have one of the requirements. Why do I have to do it?

A: If your doctor feels one of the requirements is not appropriate for you, they can fill out a PNF. This will be required every year unless it is a permanent exemption. If you had a hysterectomy, or a mastectomy or you have dentures please have your doctor fill out a PNF indicating that you should be exempt from the service.

Q: My physician checks my eyes during my annual physical wellness exam. Does that count toward the required vision exam?

A: You're in-office vision exam counts long as your doctor submits a claim to your insurance company with a procedure code indicating they completed an eye exam as part of your wellness exam. If your doctor does not bill or submit a claim for the vision exam, you will need to have him/her fill out a PNF.

Q: I forgot my username or password to my HEP portal.

A: You can send an email to HEPloginassist@connect2yourhealth.com

Q: I went to the doctor. Why am I still showing non-compliant with a requirement?

A: We typically receive claims one to two weeks after they are processed by your insurance company. This can, however, vary with doctors' offices and their billing processes. If a couple of months has passed and the portal continues to reflect that you're noncompliant for a screening that you have already completed, then call CMSI so one of our representatives can assist you.

Q: I am a new employee -- do I have to be compliant with HEP? Or, I just added a dependent -- do they have to be compliant with HEP?

A: HEP compliance is measured once you are in the program for a full year. For example, if the effective date of your insurance is Jan. 1, 2022, you must be compliant by Dec. 31, 2022. If the effective date of your insurance July 1, 2022, you must be compliant by Dec. 31, 2023.