



## Office of the State Comptroller

Health Care Policy and Services Division  
165 Capitol Avenue  
Hartford, CT 06106

# HEALTH ENHANCEMENT PROGRAM (HEP) POLICY

## 1. INTRODUCTION

The Health Enhancement Program (HEP) is a voluntary wellness program designed to help employees and retirees maintain their health by promoting age-appropriate preventive care and education on chronic conditions. Per the SEBAC 2011 collective bargaining agreement, the HEP program was implemented on October 1, 2011, for all state employees, retirees, and dependents enrolled in the state employee and retiree health plan. The preventive requirements align with the US Preventive Taskforce recommendations. The HEP program is administered by Quantum Health, the State of CT's employee and retiree health navigation vendor.

All newly hired or newly benefits-eligible employees will be automatically enrolled in HEP when they enroll in a medical plan. If an employee does not want to be enrolled in the HEP program, they can opt by completing the HEP Opt-Out form (CO-1316) and submitting it to their agency benefits specialist when they enroll in medical coverage as a new employee, newly eligible for benefits, or during open enrollment. The CO-1316 form can be found on the Care Compass website at the following link: [Forms - Care Compass - Connecticut Office of the State Comptroller](#)

## 2. EMPLOYEE COST FOR THE HEP PROGRAM

There is no additional cost to employees and retirees enrolled in and compliant with the HEP program. Employees and retirees who opt out of HEP or are non-compliant with HEP must pay an additional \$100 per month in employee share medical premium (\$46.16 per pay period). In addition, they pay an upfront deductible for in-network medical services of \$350 per person, up to \$1,400 per family.

## 3. QUANTUM HEALTH BENEFITS AND HEP PORTAL

Once enrolled in the medical plan, employees, retirees, and dependents (over age 18) must create an online account to view their HEP status. Creating an account allows access to the HEP portal as well as personalized health benefit information. Follow the link below to create a new account or login to an existing account. [Care Compass - Connecticut Office of the State Comptroller](#)

If employees believe the HEP portal is not accurately reflecting their compliance status, they can follow these steps:

1. Check Compliance Status: Log in to their Quantum Health account and click on the My Health tab to review their HEP status.
2. Fix This: Click on the View Results box under the required screening and then click the Fix This button. The employee must enter the Date of Service, Provider and Phone Number and click Submit.
3. Submit Required Forms: If necessary, complete and submit any required forms or documentation to Quantum Health for review.
4. Contact Care Coordinator: If you have questions or need assistance, call a Quantum Health Care Coordinator at 833-740-3258 to discuss any discrepancies and seek guidance.

This process helps to ensure that any compliance errors are corrected, and the employee's status is updated accurately.

#### **4. HEP REQUIREMENTS**

##### **Preventive Care**

All employees and enrolled spouses must complete age-appropriate preventive screenings by the end of each calendar year. Enrolled dependent children (ages 6-26) must complete one dental cleaning per calendar year.

## 2024 HEP preventive requirements are listed in the chart below:

2024 PREVENTIVE SCREENINGS	Dependent Requirements	Employee and Spouse Requirements						
		6-26 years	18-29 years	30-39 years	40-49 years	50-64 years		
Preventive Visit (Changing to every 2 years for all ages in 2025)			Every 3 years		Every 2 years			
Dental Cleaning	At least 1 per year	At least 1 per year						
Cholesterol Screening		Every 5 years (age 20+)						
Breast Cancer Screening (for women) (Changing to every 2 years for women age 40+ in 2025)		N/A		1 mammogram between ages 45-49	As recommended by your doctor			
Cervical Cancer Screening (for women)		Pap every 3 years (age 21+)	Pap only every 3 years or Pap/HPV combo every 5 years			N/A		
Colorectal Cancer Screening		N/A		Colonoscopy every 10 years (45+), Cologuard screening every 3 years, or Annual FIT/FOBT to age 75				

## Chronic Condition Education

The HEP program targets the following chronic conditions:

- Diabetes (type 1 or 2)
- Asthma
- COPD
- Heart disease/heart failure
- Hyperlipidemia (high cholesterol)
- Hypertension (high blood pressure)

Office visit copays are waived for the treatment and monitoring of these chronic conditions. In addition, there are lower copays for prescription drugs used to treat these conditions. The prescription copays are \$0 for generic drugs, \$5 for preferred brand name drugs, and \$12.50 for non-preferred brand name drugs.

If an employee, retiree, or spouse has been determined to have one or more of the HEP targeted chronic conditions based on provider submitted medical and prescription claims data, they must complete the chronic condition education (in addition to the preventive requirements) by the end of the calendar year to be compliant with the HEP program.

There are several options available for employees, retirees, and dependents to complete the chronic education requirement.

## 1. Online

Login to [carecompass.quantum-health.com](https://carecompass.quantum-health.com) and select the 'My Health' tab to either:

- Take a short survey.
- Read a fact sheet.
- Register & attend a Wellbeing Seminar specific to your condition.

Or,

## 2. By Phone

Call a Care Coordinator at 833-740-3258 (Monday-Friday, 8:30 A.M – 10:00 P.M ET) to speak with a Quantum Health nurse about your HEP chronic condition requirement.

## Chronic Condition Incentive

If all required preventive screenings for the employee, retiree, and enrolled dependents and the chronic condition education requirement (if applicable) are completed by December 31st of the compliance year, the employee or retiree is eligible for a \$100 incentive (one per household, per compliance year).

## 5. HEP ADMINISTRATION

### HEP Compliance Tracking

Compliance in the HEP program is determined by claims data. When employees, retirees, and dependents have preventive care visits and screenings, their providers submit claims to the insurance company to be paid. Those paid claims are loaded to the individual's HEP portal and a completion date for the HEP required service is updated. There can be several weeks lag time between the date of service and the portal update.

Chronic education compliance is updated in the HEP portal once an employee, retiree, or spouse complete the chronic education requirement. Communications are sent throughout the year to remind employees, retirees, and dependents to get their preventive care and complete any required HEP chronic condition education.

### HEP Compliance Timeline

HEP is reviewed on a calendar year basis. HEP compliance is reviewed for employees, retirees, and dependents who are enrolled in coverage on January 1st of the compliance year. If an employee is enrolled after January 1st of the compliance year, they will not be required to complete the HEP requirements until the following year (i.e., if an employee is enrolled in coverage on April 1st, 2024, they will not have to be HEP compliant until December 31st, 2025).

HEP compliance is reviewed annually for the previous year (i.e., calendar year 2024 is reviewed in 2025). Several communications are sent to employees, retirees, and dependents during the compliance review process to ensure they are aware of their non-compliant status. The communication process combined with the claim payment lag can take several months to complete. Once all communication efforts have been exhausted, the final list of non-compliant members is presented to the Healthcare Cost Containment Committee in July for approval to move the employees to a non-compliant status. The non-compliant status is effective on August 1st.

The penalty of an additional \$46.15 bi-weekly employee cost share (or \$100 monthly retiree cost share) and \$350 in-network deductible (up to \$1400 per family) is also effective on August 1st to align with the HEP status. The additional cost would be reflected in the employee's first paycheck or retiree's pension check that covers the month of August. The deductible would apply to the first in-network non-copay service after August 1st.

There are times when due to unforeseen circumstances the compliance review timing may need to be adjusted. Should this occur, agency contacts, employees, and retirees will be notified.

## [Reinstatement to HEP Compliant Status](#)

An employee or retiree who becomes non-compliant will automatically be reinstated to a compliant status when Quantum Health receives a claim for the missing preventive services or chronic condition education. The reinstatement date is the first of the month following the date of service the missing requirement was completed. The premium penalty and in-network deductible will also stop on that date, and the employee or retiree will be restored to HEP compliant status. The Office of the State Comptroller's (OSC) HEP Unit processes all Core-CT reinstatements based on files received from Quantum Health.

There are several things to consider when an employee or retiree are reinstated. As a result of the timing of the processed claim or claim lag, the Core-CT benefit logic of first of the month effective dates for benefit enrollment and status changes, and how the Core-CT payroll and pension calendars are set up, there will often be a retroactive refund of penalty deductions. The agency must monitor the retro report to ensure that the employee or retiree is refunded for any deductions taken for the time that the employee was reinstated to a HEP compliant status. The OSC HEP Unit monitors this process for retirees.

## [HEP Exemptions](#)

There are two types of HEP exemptions, medical exemptions, and non-medical exemptions. If an employee cannot complete one or more of the HEP requirements due to medical reasons, the employee must have their provider complete the Health Enhancement Program (HEP) Medical Exemption Form and indicate whether the exemption should be a permanent exemption. The employee can obtain the form by logging into their Quantum benefit and HEP portal and navigating to the My Health tab.

Non-Medical exemptions include religious exemptions, military exemptions, non-custodial parent exemptions as well as other non-medical circumstances. To request a non-medical exemption the employee must complete a non-medical exemption form. The employee can obtain the form by logging into their Quantum benefit and HEP portal and navigating to the My Health tab.

All forms must be submitted to Quantum Health via email at [HEPforms@quantum-health.com](mailto:HEPforms@quantum-health.com) or by fax to 855-475-5963. Quantum is responsible for reviewing all exemption forms and making approval determinations.

## 6. HEP CONTACT INFORMATION

Employee and retiree questions should be directed to Quantum Health at 833-740-3258.

State of Connecticut agency questions from payroll and benefit contacts can be directed to the Office of the State Comptroller, HEP Unit, at 860-702-3535, Option 2 or via email at [osc.cthep@ct.gov](mailto:osc.cthep@ct.gov).