



FREQUENTLY ASKED QUESTIONS

STATE RETIREE

OPEN ENROLLMENT 2026

ENROLLMENT FAST FACTS

- » Open Enrollment runs from May 1-31, 2026 for plan year July 1, 2026-June 30, 2027.
- » There are no plan changes for 2026-2027. Review your coverage to ensure it still meets your needs.
- » All members will receive new medical ID cards from Anthem in July, even if you do not make changes.

WHAT IS OPEN ENROLLMENT?

Open Enrollment is your annual opportunity to make changes to your Anthem medical and Cigna dental coverage, including changing plans and adding or removing dependents. You cannot make any changes during the plan year unless you have a qualifying life event, like getting married.

WHICH PLAN IS BEST FOR ME? WHAT ARE THE COSTS?

The [Care Compass Benefits Enrollment page](#) has plan comparison tools, plan comparison charts and plan rates.

I DON'T KNOW WHAT PLANS I AM ENROLLED IN. HOW CAN I FIND OUT?

Your Anthem and Cigna cards list your plan names.

HOW DO I MAKE A CHANGE (I.E. ADD A DEPENDENT OR CHANGE A PLAN)?

If you want to make a change to your coverage for 2025/2026, retirees should complete the CO-744OE Enrollment Change form mailed to you, or find it on carecompass.CT.gov/forms.

WHAT HAPPENS IF I DON'T DO ANYTHING DURING OPEN ENROLLMENT?

You will remain enrolled in the same plans with the applicable 2026/2027 premiums.

ENROLLMENT QUESTIONS: The OSC Retiree Health Unit can help you with enrollment and eligibility.

PHONE: 860-702-3533 or **EMAIL:** osc.rethealth@ct.gov

MEDICAL PLAN

WITH FOUR PLANS TO CHOOSE FROM, HOW DO I KNOW WHICH ONE IS BEST?

All four plans offer the same medical coverage. The difference lies in how you access care. You need to consider provider network size, primary care referral requirements, out of network coverage and premiums. For help, take the medical plan decision quiz on Care Compass.

WHO DETERMINES IF A PROVIDER IS IN-NETWORK OR OUT-OF-NETWORK?

While the Care Compass Find Provider tool shows only in-network providers (by selected plan), you should contact your provider directly to confirm their status. Your provider negotiates their status with the carrier directly. If a provider is in-network, then the provider has agreed to be paid at in-network network rates. Provider status can change outside our open enrollment period because these are privately negotiated between the provider and the insurance carrier.

WHO IS ELIGIBLE TO ENROLL IN THE QUALITY FIRST SELECT ACCESS PLAN?

To enroll in this plan, you and any covered dependents must reside in Connecticut. Residency is subject to audit.

HEALTH ENHANCEMENT PROGRAM (HEP)

HOW DO I FIND OUT IF I AM HEP COMPLIANT?

Log in to your [benefits/HEP portal](#) then click the HEP tab. For assistance from your benefits portal, chat or send a secure message to your Quantum Health Care Coordinators or call (833)740-3258.

HOW DO I VIEW MY DEPENDENT'S HEP COMPLIANCE STATUS?

Dependents 18 and under will be listed under the primary account holder's Overview page. Adult dependents (18 or older) need to create their own Quantum Health account, then can go to Profile Settings, select Privacy Authorization and toggle the box next to Incentives.

HOW DO I OPT INTO HEP? HOW DO I OPT OUT OF HEP?

If you are enrolling in benefits for the first time, you will automatically be enrolled in HEP. If you are enrolled and wish to opt-out, you can do so only if you are HEP compliant.

To opt out, submit Form CO-1316 (Found on carecompass.ct.gov/forms).

QUANTUM HEALTH BENEFITS/HEP PORTAL

WHY CAN'T I LOG INTO MY ACCOUNT?

If you haven't logged in to your benefits and HEP account since January 2026, please reset your username and password by clicking Register on the login screen (carecompass.ct.gov> Benefits Login) This one-time process should take just a few minutes.

WHAT DO I NEED TO REGISTER FOR THE PORTAL?

Register using the last four digits of your Anthem medical ID number and your name as it appears on your card. If you have recently enrolled in medical benefits, you will need to wait to receive your Anthem medical ID card to ensure you are in the system. You will also need an email address to confirm your account.

WHO CAN REGISTER FOR THE BENEFITS PORTAL?

Retirees enrolled in the Anthem medical plan, and their enrolled spouses and adult dependents.

WHAT IS A CARE COORDINATOR? WHAT CAN THEY HELP ME WITH?

Visit [CareCompass.CT.gov/care-coordinators](https://carecompass.ct.gov/care-coordinators) to learn how to contact a Care Coordinator and ways they can assist you with your benefits.

MEDICAL PLAN, HEP, and BENEFITS PORTAL QUESTIONS: Care Coordinators are standing by to answer your benefits-related questions. They are trained to help you understand all of your benefits and to coordinate between all programs and partners. Your benefit needs are personal, the support you and your family get should be personal too.

PHONE: 833-740-3258 **WEBSITE:** carecompass.ct.gov > Benefits Login (secure messaging once logged-in)

DENTAL PLAN

HOW DO I KNOW IF MY DENTIST IS IN-NETWORK FOR MY PLAN?

It's easy to confirm online using the [Find a Dentist lookup tool](#) or call Cigna at 800-244-6224. Providers negotiate their status with the dental carrier directly. Provider status can change outside of Open Enrollment. Cigna will send a letter to you and to your provider if they move out of network for your selected plan.

AM I COVERED FOR EMERGENCY SITUATIONS?

All plans provide coverage for emergency dental care designed to alleviate severe pain, control heavy bleeding, and treat sudden, serious infections. If your regular dentist is unavailable during an emergency, other options are accessible. For urgent dental issues—such as a toothache, swollen or infected gums, or a chipped or broken tooth—or if you're uncertain whether immediate care is needed, you can use Cigna Dental Virtual Care through myCigna® at no extra charge.

WHICH PLAN IS BEST FOR ORTHODONTICS?

The Enhanced plan and Total Care DHMO plans cover orthodontia services. The Enhanced plan will allow coverage up to a \$2,000 lifetime maximum per person whereas the DHMO plan will cover up to a maximum of 24 months of treatment. The Dental Match Quiz can help with cost comparison.

DENTAL PLAN QUESTIONS: Cigna is the administrator for all State of Connecticut dental plans. To get answers to your dental plan questions:

PHONE: 800-244-6224. **WEBSITE:** carecompass.ct.gov/state/dental

MORE CIGNA FAQs on [Care Compass](#)

RETIREE COVERAGE

WHEN I TURN 65 AND IF I AM ENROLLED IN MEDICAL BENEFITS...DO I ALSO HAVE TO PAY MEDICARE FEES?

You do not. Medicare Part A is free of charge, so no harm in accepting enrollment in Part A hospital benefits, but you aren't likely to have coverage needs on Medicare.

MEDICARE-ELIGIBLE DEPENDENTS

As an active employee, you may add your Medicare-eligible dependent to your health coverage during Open Enrollment, however, in most cases, it is not recommended. While you are an active employee, your Anthem coverage will be their primary coverage. If enrolled in Medicare Part B as well, you may incur an additional premium and risk claims not being paid due to required coverage coordination.

I AM RETIRED AND TURNING 65 IN A FEW MONTHS, WHEN DO I ENROLL IN MEDICAL ADVANTAGE PLAN?

As a State of Connecticut Retiree Health Plan member, when you reach age 65, you must enroll in Medicare Parts A and B. A few months before your 65th birthday, you will receive a letter from the Retiree Health Insurance Unit reminding you to enroll in Medicare and informing you about our Aetna Medicare Advantage PPO plan.

OUT-OF-STATE COVERAGE

DOES MY PLAN COVER MY CHILD WHO IS ATTENDING COLLEGE OUT OF STATE?

Anthem has an Away From Home Care (AFHC) program that connects your dependent with a local PCP to coordinate health care while away from home.

- If you are enrolled in the Primary Care Access (POE Plus) plan or the Quality First Select Access plan and your dependent is living out of state for 90 consecutive days or more, it may be best for your dependent to enroll in the AFHC program. You will need to contact Quantum at 833-740-3258 to enroll and disenroll from the AFHC program.
- If you are enrolled in the Standard Access (POE), Expanded Access (POS) and State Preferred plans, you have national access in which your dependent can locate participating providers in each of the 50 states and in Puerto Rico.

WHAT PLAN SHOULD I ENROLL IN IF I LIVE ON THE CT BORDER?

The Primary Care Access, Standard Access, Expanded Access are options. If you live in a bordering state, please note:

- If you choose the Primary Care Access (POE Plus) plan, your primary care doctor must be based in Connecticut or in Anthem's service area, which may include some providers in Massachusetts, Rhode Island or possibly New York.
- The Quality First Select Access plan is only for Connecticut residents.

WHAT IF I HAVE A MEDICAL EMERGENCY WHEN I AM OUT OF STATE?

Medical emergencies are covered in or out of network in all plans. Out-of-network claims must be paid out of pocket and submitted to Anthem for reimbursement. The \$250 copay for an emergency room visit is waived if you are admitted. Form CO-1350 must be submitted for refund.

AM I COVERED IF I AM VACATIONING OUTSIDE OF THE U.S.?

You have access to a worldwide network of providers in nearly 200 countries with BlueCross Blue Shield Global Core Program. Contact a Care Coordinator for assistance.

Compare plans, make changes, get help.

Everything you need at:

carecompass.ct.gov/benefits-enrollment