

For Medicare Advantage members enrolled in Passage Dual (HMO SNP) plan



Hello and welcome!

We're pleased that you chose ConnectiCare for your Medicare Advantage plan. We want to do all we can to help you stay healthy.

You want to get the most out of your plan. So, take a few minutes to read what's inside and look over other material that's enclosed. It includes information about:

- Your 24/7 nurse hotline
- How to get rides to and from doctor's appointments
- Your over-the-counter card and what you can buy with it
- Signing up for home delivery of drugs you take regularly

2019 Passage Dual Special Needs Plan – important plan documents

We've enclosed a summary of your plan's benefits. This tells you what services are covered by your plan. Other important plan documents are on our website at connecticare.com/medicare/documents.

Those include:

- Evidence of coverage (EOC) – details on what your plan covers
- Formulary – a list of prescription drugs covered by your plan
- Provider and pharmacy directory – to help you find doctors and pharmacies that are in your plan's network

If you want us to mail you a copy of any of these, email us at info@connecticare.com. Please include which document(s) you'd like mailed. Or, give us a call at **1-800-224-2273** (TTY: 1-800-842-9710) from 8 a.m. to 8 p.m., seven days a week.

We look forward to getting to know you and helping you get the care you need.

Sincerely,

A handwritten signature in black ink that reads "Terri Guidone".

Terri Guidone

Vice President, Sales and Account Management
ConnectiCare, Inc. and Affiliates

Let's begin:

Remember these 2 important points

- 1 You must have a primary care provider (PCP) – and it must be one who accepts your Passage Dual Special Needs Plan.*
- 2 You must get a referral from your PCP before you visit most specialists, like cardiologists, orthopedists or dermatologists. If you don't have a referral, you may have to pay for the cost of the visit.*

If you don't have a Passage PCP, or you don't tell us who your PCP is, we will assign you a PCP. We will wait until 31 days after your plan starts to determine whether to assign one to you. It is important to note that you can change your PCP at any time by calling us at **1-800-224-2273**.



You may need to find doctors. Here's how.

Simply go to our "Find a doctor" tool on connecticare.com/medicare. You can also use this tool to find pharmacies, hospitals and other health care providers.



Have a health question? You've got a registered nurse on call.

The nurse hotline is available 24/7 to help answer your non-emergency health and medical questions. Your call is confidential. There is no cost to you to call the nurse hotline.

Nurse hotline
1-877-489-0963
24 hours a day, seven days a week

Remember, if you have an emergency, call 911 or use your local emergency number.



Use your OTC benefit card to pay for OTC drugs and health items.

We'll mail an over-the-counter (OTC) card to your home. You can use the card to buy eligible non-prescription drugs and health items at participating retailers. Eligible items include:

- Antacids
- Adult aspirin and pain relief
- Allergy and sinus medicines
- Cold and flu medicines
- Laxatives
- Denture or dental care items
- Ear drops and eye wash
- Vitamins and minerals

Go to connecticare.com/medicare for more items that you can buy with your OTC card. You can use the card at many retail stores, including CVS Pharmacy, Dollar General, Family Dollar, Rite Aid, Walgreens and Walmart.

*If you receive covered services from a provider who doesn't participate with Medicaid, you may be required to pay a cost share. Please refer to your Summary of Benefits for more information.



Here are some other things to keep in mind about this card:

- Use the card only for yourself and your OTC drugs and health items. Keep it in a safe place.
- Every three months, we will add a \$75 maximum allowance to your card as long as you're actively enrolled in our special needs plan. If, after three months, your card still has funds left over, we will carry that balance over for your use.
- Use all the funds by Dec. 31 of each year. We will not carry over any unspent balance after the end of the year.
- If you need to check the card balance, call **1-888-682-2400**.



There's help with rides to and from doctors' appointments.

Your plan includes a non-emergency transportation benefit. It covers up to 10 one-way trips to approved locations and appointments like:

- Doctors and specialists
- Dentists
- Pharmacies
- Urgent care
- Physical, occupational or speech therapy

We've hired Medical Transportation Management Inc. to provide this service. You need to call them at least two days in advance for scheduled appointments. Call between 8 a.m. and 5 p.m., Monday-Friday:

1-844-261-8354 To schedule, change or cancel a ride

If you miss a scheduled transportation pickup, it may still count as one of your 10 eligible trips. Rides are available 24 hours a day, seven days a week for urgent or discharge requests.

For more details about your transportation benefit, go to connecticare.com/medicare.



There's peace of mind with prescription home delivery.

Do you take medicine on a regular basis? There's a convenient way to get it: 90-day supplies for most medications mailed right to your home.

Express Scripts is the company that manages this service for us. Plus, through Express Scripts, you can call to speak with a pharmacist 24 hours, seven days a week from the privacy of your home.

1-877-866-5828 (TTY: 1-800-899-2114)
To set up home delivery or talk to a pharmacist

We'll be in touch. Because caring is part of what we do.

As a new ConnectiCare member, we'll be in touch to ask you some questions about your health and things that may affect it. This is called a health survey. It's confidential, but it helps us find out if you have any needs that we can help you with.

We'll use the information to create a personalized health plan just for you. A nurse from ConnectiCare may also call you at times to check in on how you're doing.



Keep these numbers handy.

Service	Number	When to call
ConnectiCare Member Services	1-800-224-2273 (TTY: 1-800-842-9710)	8 a.m. to 8 p.m., seven days a week, for questions about your plan
Nurse hotline	1-877-489-0963	24 hours a day, seven days a week for non-emergency calls
Over-the-counter card	1-888-682-2400	24 hours a day, seven days a week to activate your OTC card or check your card balance
Medical Transportation Management	1-844-261-8354	8 a.m. to 5 p.m., Monday through Friday, to make, change or cancel appointments 24 hours a day, seven days a week for urgent and discharge ride requests
Express Scripts Pharmacy	1-877-866-5828 (TTY: 1-800-899-2114)	24 hours, seven days a week, to set up home delivery or talk to a pharmacist



ConnectiCare Insurance Company, Inc. is an HMO SNP plan with a Medicare contract and a contract with the Connecticut Medicaid Program. Enrollment in ConnectiCare depends on contract renewal. This information is not a complete description of benefits. Call 1-800-224-2273 (TTY: 1-800-842-9710) for more information. Limitations, copayments and restrictions may apply. Benefits, premiums and/or co-payments/co-insurance may change on January 1 of each year. The Formulary, pharmacy network and/or provider network may change at any time. You will receive notice when necessary. Premium, copays, coinsurance and deductibles may vary based on the level of Extra Help you receive. Please contact the plan for further details. You must continue to pay your Medicare Part B premium. ConnectiCare, Inc. complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-224-2273 (TTY: 1-800-842-9710). ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-224-2273 (TTY: 1-800-842-9710).