

For individuals under 65 and group plan members

# Things to know if You're thinking about a Passage plan

Passage plans put your health care right where it belongs: between you and your doctor. You do need to have a primary care provider (PCP) who accepts Passage plans. Then, if you ever need to visit a specialist, your Passage PCP will give you a referral and let ConnectiCare know.

## How to use your Passage plan

- 1** Choose and visit a PCP who accepts Passage members. There are hundreds who do, with thousands of offices across the state.
- 2** Get a referral from your PCP before you see a specialist. Your PCP will direct you to specialists and hospitals when you need their care.
- 3** Ask your PCP how long each referral lasts. You can contact your PCP's office if your referral is close to expiring and you still need a specialist's care.

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## How to find a Passage PCP

You may be no more than a short drive from one.



Already a ConnectiCare member? Sign into **connecticare.com** and select your Passage PCP. If you are a new member, you can do this after your plan starts.



Visit a ConnectiCare Center to get in-person help finding a Passage PCP.

Go to **visitconnecticare.com** for locations, hours and appointments.



Call us at 1-800-251-7722 (TTY: 711).

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# You may be wondering...

Some answers to questions you may have about Passage plans

## Do I need a referral for every specialist I visit?

Check with your PCP, who will know which specialists you'll need referrals to visit. You do not need referrals for visits to obstetricians/gynecologists, endocrinologists, and behavioral health professionals. You also do not need referrals for lab work or for physical, speech, or occupational therapy.

Sometimes, a specialist may suggest you visit another specialist. If that happens, go back to your PCP to get a referral. For example, you have a referral to a dermatologist, who wants you to visit an oncologist. You should contact your PCP, explain the situation, and ask your PCP for the oncologist referral.

## Will my PCP give me a piece of paper with my referral?

Your PCP sends referrals to us electronically. Specialists can confirm them electronically, too. You can also ask your PCP to write down the specialist's name and contact information to help you.

## How long do referrals last?

Your PCP will decide how long a referral lasts. Be sure to ask. If you have a specialist appointment already booked, be sure to contact your PCP for a referral before your appointment.

## What happens if I have an office visit with a specialist without a referral?

We will deny the claim, and the specialist will bill you for the cost of the visit. You can avoid this! Ask your PCP for a referral, and ask the specialist's office staff to confirm they have a valid referral.

## What if I've been seeing a specialist already and want to continue with him or her?

Get in touch with your PCP to talk over your situation. It's important to get referrals to specialists, or you may end up paying for your visits. **Remember:** even if you've seen a specialist in the past, you need a referral before you visit in your new plan year.

## Do I need to go to my PCP's office to get a referral?

Call your PCP's office to ask. Depending on your situation, your PCP may want you to come in for a visit. Or, your PCP may refer you to a specialist by phone.

Coverage is provided by and services are administered as follows: In Connecticut: Group HMO and POS coverage, and Individual HMO coverage is underwritten by ConnectiCare, Inc.; Group coverage for coinsurance plans and Individual POS coverage is underwritten by ConnectiCare Insurance Company, Inc; coverage for plans offered on Access Health CT is underwritten by ConnectiCare Benefits, Inc. 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 1-800-251-7722 (TTY: 711). ATENÇÃO: Se fala português, encontramos-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-251-7722 (TTY: 711).