



# Member Tools and Resources

At ConnectiCare, we've invested in the latest technology so our members can easily access the information they need to make the most of their health plan.



## Find Care Tool

Our upgraded **Find Care** function under the **Find a Doctor** heading on our website makes it easier to search for in-network providers and hospitals.

### Now you can:

- Navigate more easily with a new streamlined design
- Find care on-the-go with a layout that's optimized for mobile
- Sign in for customized, plan-specific results or search as a guest
- See nearby providers with geolocation technology
- View detailed provider credentials
- Sort with advanced filtering for features like wheelchair access and languages spoken
- Compare up to three providers at once and view all available office locations



## Member Portal and App

Our enhanced **portal** allows members to manage health care anytime from anywhere, including with our new **myConnectiCare app**. To register on the portal, members will need their ID number.

### Once signed in, you can:

- Navigate through a new, user-friendly dashboard
- Play a personalized welcome video
- Check preauthorization status
- View claims history and payment summaries
- Export Explanations of Benefits (EOBs)
- View, print, and request an ID card (under the ID card section)
- Access wellness resources
- View pharmacy benefits
- Estimate costs with a treatment cost calculator
- Send secure messages to member services.

## OUR PARTNER APPS

### Teladoc®

Members with plans that include Teladoc can use the phone or computer to visit a doctor for non-emergency medical issues anytime, from anywhere in the country, for \$45 or less.\* Doctors are board-certified and can order many prescriptions, if needed, for pick-up at the pharmacy.

### Express Scripts

Express Scripts is the company that manages ConnectiCare's pharmacy benefit program. Members can look up prescription drug prices, order refills, set up home delivery for maintenance medicines, and more, all from the app.

### HealthEquity

Many ConnectiCare members who have qualifying, high-deductible health plans open health savings accounts (HSAs) with HealthEquity. The app lets them track savings, view claims, and pay doctors directly from their tax-advantaged savings.

### WellSpark Health

Members who have WellSpark well-being solutions can download the WellSpark app to access all the resources available on the WellSpark digital platform including:

- A comprehensive video library with over 130+ well-being videos
- Educational resources and tracking tools to help you reach your well-being goals
- Ability to connect and sync various activity devices



\*Teladoc is a provider in the ConnectiCare network. Other providers are available in our network. Providers may also contract with other Plans/Part D sponsors. Cost-sharing may apply to services covered by your plan. Please check your plan's Certificate of Coverage for more information. Please check your Certificate of Coverage to find out if you have coverage for prescription drugs and if so, make sure you select a participating pharmacy to fill your prescription.