

# Answers to questions about Compass plans



Following are answers to questions about our new Compass plans. Your account manager or sales executive can answer other questions and support you by providing rate quotes for Compass plans.

## **What are Compass plans?**

Compass plans, available for start dates of Jan. 1, 2021 and later, are products that offer some ConnectiCare commercial members lower cost shares — copayments, deductibles and/or coinsurance — when they visit “preferred” primary care providers (PCPs) and hospitals. Preferred PCPs are the same as those who participate in Passage plans.

## **Why did ConnectiCare launch Compass plans?**

Compass plans were developed in response to customer feedback. The plans are one of the ways we are working to help employers and individuals under age 65 manage their out-of-pocket health care costs without compromising the quality of their health care.

## **Who will be able to buy Compass plans for 2021?**

Compass plans will be available to individuals and families enrolled in ConnectiCare plans sold through Access Health CT (the Exchange) and plans available to employer groups, both large and small. Medicare Advantage plans and ConnectiCare SOLO plans are not affected.

## **What provider network(s) are in-network for members of Compass plans?**

Compass plan members can visit doctors, facilities, and pharmacies that participate in the ConnectiCare proprietary network throughout Connecticut and parts of western Massachusetts and Rhode Island. The Compass plan network does not include the EmblemHealth Prime network.

## **How can members find preferred PCPs and hospitals?**

Members can use the “Find a doctor” directory on connecticare.com. Preferred health care providers and hospitals will be indicated with this symbol.



## **What about other providers – specialists, ambulatory surgical centers, and labs, for example?**

All specialists in the networks for the affected members will be designated as “preferred” for 2021 plans. Claims for services at other facilities, such as ambulatory surgical centers and labs, will also be treated as those from preferred providers for purposes of assigning member cost shares for 2021 plans.

## **Are pharmacies designated “preferring” or “participating?”**

No, they are not. Members of Compass plans can choose from thousands of participating pharmacies through Express Scripts.

## **Do PCPs and hospitals know if they are preferred or participating?**

Yes, we have notified the doctors and hospitals in the ConnectiCare commercial and Exchange networks about the Compass plans and how we selected preferred care providers.

## How will members know about the features of their Compass plans?

We welcome the opportunity to speak with anyone considering a Compass plan about how it works and help them evaluate if it's right for their situation.

Information about Compass plans is in sales materials as well as Compass plan membership agreements and benefit summaries. Members will receive identification (ID) cards that note their plans have lower cost shares when they visit preferred PCPs and hospitals. A letter with the ID cards will also explain that and point the members to "Find a doctor" on connecticare.com.

## Are Compass plans "tiered-network" plans?

Compass plans, like tiered-network plans, designate certain PCPs and hospitals as those providing high-quality care at relatively lower costs to others. Members choosing the designated PCPs and hospitals will pay lower cost shares.

## What hospitals are preferring and participating?

Please see the listing below for calendar year 2021. Compass preferred-provider designations will be reviewed and revised annually.

Hospital Name	County	Designation
Bridgeport Hospital	Fairfield	Preferred
Danbury Hospital	Fairfield	Preferred
Greenwich Hospital	Fairfield	Participating
Norwalk Hospital	Fairfield	Preferred
St. Vincent's Medical Center	Fairfield	Participating
Stamford Hospital	Fairfield	Participating
Bristol Hospital	Hartford	Preferred
Connecticut Children's	Hartford	Preferred
Hartford Hospital	Hartford	Participating
Hospital of Central Connecticut	Hartford	Participating
John Dempsey - UCONN	Hartford	Preferred
Manchester Memorial Hospital	Hartford	Participating
Saint Francis Hospital	Hartford	Preferred
Charlotte Hungerford	Litchfield	Preferred
Sharon Hospital	Litchfield	Preferred
Middlesex Hospital	Middlesex	Preferred
Griffin Hospital	New Haven	Preferred
Midstate Medical Center	New Haven	Participating
Milford Hospital	New Haven	Preferred
Saint Mary's Hospital	New Haven	Preferred
Waterbury Hospital	New Haven	Participating
Yale-New Haven Hospital	New Haven	Participating
Lawrence + Memorial Hospital	New London	Participating
William Backus Hospital	New London	Preferred
Johnson Memorial Hospital	Tolland	Preferred
Rockville General Hospital	Tolland	Participating
Day Kimball Hospital	Windham	Preferred
Windham Hospital	Windham	Preferred

## What criteria were used to determine what providers would be preferred?

Designation of preferred PCPs and hospitals was determined through analysis of cost and objective third-party quality data. For hospitals, cost indices included inpatient and outpatient services and were adjusted for case mix. Providers from each county were selected to ensure adequate coverage statewide.

## What are the hospital quality measures?

All hospitals designated as preferred must meet minimum quality measures, which are publicly available to all payers. Quality measures were developed using the most up-to-date data from three sources:

- [LeapFrog Grades](#)
- [Hospital Compare](#)
- [Adverse events](#)

