

Getting care away from home

No one plans to get sick or injured. Still, that can happen when you're traveling for work, on vacation or away at school. Here's some information to help if you or a family member needs medical care.

You're covered if you get sick or injured

All ConnectiCare members are covered for any sudden injury, illness or emergency, no matter where it happens.

Urgent - If your need is urgent, like an ear infection or flu symptoms, you can contact a doctor using Teladoc telemedicine 24 hours a day or go to the nearest walk-in clinic or urgent care center.

Emergency - If you have a serious medical emergency, like chest pain or trouble breathing, go to the closest hospital.

Medication - If you have pharmacy coverage, you can fill your prescription at participating retail pharmacies throughout the United States. Search for one at express-scripts.com or download the Express Scripts mobile app.

Other care is also available for students

If you have a child in school, out of state, he or she can receive certain types of care outside of the ConnectiCare network. It is important to get preauthorization before receiving care in most cases.

Check your plan documents for details.

Packing List

Don't leave home without these:

- 1** **ConnectiCare ID card** – with important phone numbers if you need help
- 2** **Teladoc** in your phone contacts **1-800-TELADOC** (835-2362) (TTY: 711) (there's a mobile app, too)
- 3** **Prescription medicines** – Plan ahead and get a 90-day supply of some drugs through Express Scripts' home delivery. Call **1-877-866-5798**

Service	Call for preauthorization
Allergy shots	1-800-562-6833
Follow-up care after an emergency room/urgent care visit	1-800-562-6833
Mental health, alcohol abuse and substance abuse services	1-888-946-4658
Physical therapy	1-800-562-6833
Advanced radiology services (e.g. CT Scan, MRI)	1-877-607-2363

If you have questions about any services or follow-up care, **call member services at 1-800-251-7722** or email us at info@connecticare.com

The logo for ConnectiCare, featuring the word "ConnectiCare" in a blue sans-serif font. A small red heart icon is positioned above the letter "i" in "Care".

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. Copays apply to services covered by your plan. Please check your plan's Evidence of Coverage (EOC) for more information. Please check your EOC to find out if you have coverage for prescription drugs and if so, make sure you select a participating pharmacy to fill your prescription.

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The level of benefits and types of services you can receive out-of-network depends on your plan. Refer to your Benefit Summary or member agreement for more details. ConnectiCare 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).