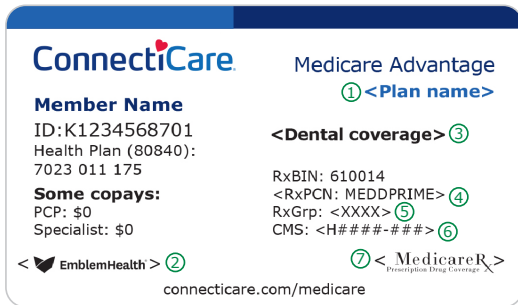


2020 updates to Medicare Advantage plans

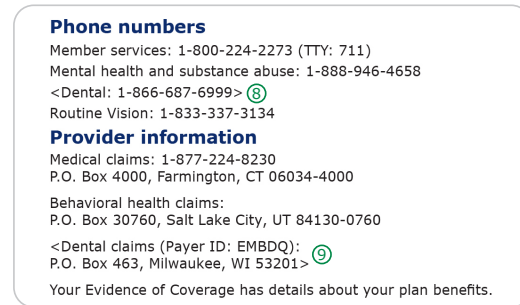
Member ID numbers and cards

Medicare Advantage member ID numbers will consist of the letter K followed by an 11-digit number. Use these member ID numbers for dates of services on or after Jan. 1, 2020.

Here's a sample of a 2020 member ID card:



Front of ConnectiCare ID card



Back of ConnectiCare ID card

- 1: Member's plan name: ConnectiCare product suites are Choice Dual (HMO-DSNP), Choice (HMO), Flex (HMO-POS) and Passage (HMO).
- 2: EmblemHealth logo: ID cards for Choice or Flex plans will display this logo to indicate access to the EmblemHealth VIP Prime provider network in New York for certain services in 2020. *
- 3: Dental coverage: Card will display "preventive dental" or "comprehensive dental," if member's plan has dental coverage. It will be blank if there's no dental coverage.
- 4: Pharmacy processor control number: This will display if member has prescription drug coverage.
- 5: Pharmacy group number: This will display "NKYA" or "TKYA," depending on the member's plan.
- 6: Centers for Medicare & Medicaid Services (CMS) contract number: The number associated with member's ConnectiCare plan: H3276 for dual special needs plan or H3528 for all other Medicare Advantage plans.
- 7: Medicare Rx logo: Only members with prescription drug coverage will have this logo on their cards.
- 8/9: Dental phone number and dental claims submission information: Only members with dental coverage will have this information on their cards.

Claims submission

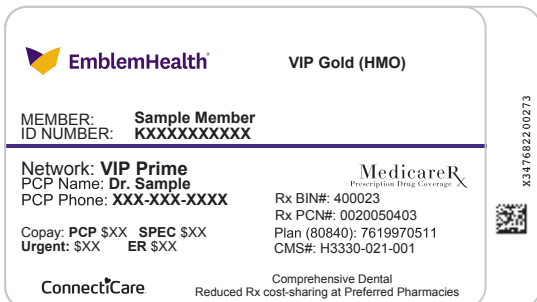
There are no changes to the claims submissions process. But to avoid delays in claims payments, **please use the member ID numbers with the prefix "K"** when submitting Medicare claims for services on and after Jan. 1, 2020. Claims for 2020 services with old member ID numbers may be denied and returned for resubmission.

To submit Medicare claims for services that start in 2019 and extend into 2020, here's what you need to do:

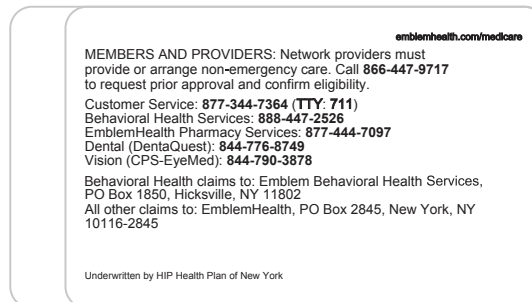
- **Professional services claims** — Send your submission in two separate claims:
 - Services before Jan. 1, 2020, use the old member ID number
 - Services on and after Jan. 1, 2020, use the new member ID number
- **Inpatient claims** — Use the old member ID number if the hospital admission starts in 2019 and ends with a discharge date in 2020
- **Outpatient claims** — Use the old member ID number for claims that start in 2019 and end in 2020

Expanded Medicare provider network with EmblemHealth

ConnectiCare members with Choice or Flex plans can visit New York health care professionals and medical facilities in the EmblemHealth VIP Prime Network for certain services after Jan. 1, 2020.* **Eligible EmblemHealth members will also be able to get certain medical care and services from ConnectiCare providers like you.** These members will present EmblemHealth ID cards that include a ConnectiCare logo.



Front of EmblemHealth ID card



Back of EmblemHealth ID card

If you treat EmblemHealth members, please refer to emblemhealth.com/providers for medical and pharmacy policies, eligibility requirements and claims submission processes. *It's always best to check a patient's eligibility with EmblemHealth before providing care.* You can also call EmblemHealth provider services at 1-866-447-9717.

Claims payments and electronic fund transfers

We encourage you to sign up for electronic funds transfer (EFT) and electronic remittance advice (ERA) through **PNC Remittance Advantage**. Through this free service to ConnectiCare providers, you can receive direct deposits to your bank account(s) via EFT payments and view or download your electronic remittance advices (ERA) online. If you are already registered on PNC for ConnectiCare or other health plans, you don't have to do anything.

Benefits of direct deposits and ERAs include:

- Faster receipt of payments can help improve your cash flow
- Match payments to remittances quickly and easily
- Import files directly into your practice management system
- View remittances online and print if needed
- Convenient search and reporting tools

Go to rad.pnc.com to register.

If you have questions about PNC Remittance Advantage, call their help line at 1-877-597-5489 from 8:30 a.m. to 8:30 p.m. Monday through Friday or email remit.advantage@pnc.com.

Please note, if you haven't enrolled in EFT through PNC, we will send paper checks to your office. This may mean your office will see an increase in paper checks received for your ConnectiCare claims.



*Services for diagnostic exams and eyewear after cataract surgery, behavioral health, dental, chiropractic, occupational and physical therapy are limited to Connecticut providers only. The expanded New York provider network is not available to members with Passage Plan 1 (HMO) and Choice Dual (HMO D-SNP) plans.