

# Using Your Benefits

Use these programs and tools to get the most out of your benefits, find the right provider, and avoid unnecessary costs. **It doesn't matter which medical plan you enroll in, all members in every plan have access to these benefits.**

## When you need to find the best provider for your care...

You can easily find the providers with the highest patient care standards when you need specific procedures or treatment for certain conditions. The **"Providers of Distinction"** program is simple to use and rewards you for participating!

Visit [carecompass.ct.gov/providersofdistinction](https://carecompass.ct.gov/providersofdistinction) to search by procedure or provider, or call 833-740-3258 to speak with a personal Care Coordinator.

## Earn incentives

If you select a Provider of Distinction for a qualifying procedure, you can earn an incentive! There are 300 eligible providers in Connecticut. The procedures include:

- Colonoscopy (you get \$100)
- Endoscopy (\$100)
- Hip Replacement (\$500)
- Knee Arthroscopy (\$150)
- Knee Replacement and Knee Revision (\$500)
- Pregnancy and Delivery (prenatal care) (\$250)
- Back and spine pain management (\$100)

To learn more about the program, visit [carecompass.ct.gov/providersofdistinction](https://carecompass.ct.gov/providersofdistinction).



**FIND ALL PROVIDERS WITHIN YOUR PLAN**  
"Find Provider" on [carecompass.ct.gov](https://carecompass.ct.gov)

## When you need routine lab work...

Lab tests (such as blood tests) are completely free to you (\$0 copay) if you use one of many preferred labs, known as *Site of Service* providers. To find a nearby participating provider, contact a Care Coordinator or use the *Find Provider* tool on [carecompass.ct.gov](https://carecompass.ct.gov).

## When moving hurts...

Get expert help with orthopedic injuries, from diagnosis of minor aches and pains, to surgery and recovery with virtual care options, in-person appointments, and a Spine Health program.

For orthopedic surgical procedures, find the best providers for the care you need. Learn more at [carecompass.ct.gov/orthopedics](https://carecompass.ct.gov/orthopedics).

## When you want to talk to a human...

You and any enrolled dependent can speak with a personal Care Coordinator (833-740-3258) for help understanding your benefits, finding a doctor, and dealing with the complexities of health care. **Quantum Health** coordinates with your medical, pharmacy, and dental member service teams, making it easier for you to get answers and guidance. Chat with a Care Coordinator: **8:30 a.m. – 10 p.m., Monday – Friday, at 833-740-3258**, or send a message through the secure portal.

## When you're traveling...

**In the U.S.:** You can use doctors and hospitals across the country in Anthem's BlueCard® program. In an emergency, you may need to pay upfront and submit documentation to Anthem for reimbursement.

**International:** Access care in nearly 200 countries through Blue Cross Blue Shield Global Core®. Call a Care Coordinator to set up coverage prior to your international travel.

**Call a Care Coordinator** for assistance or to arrange international coverage at 833-740-3258. If you're outside the U.S., call collect at 804-673-1177.

## When you need to take care of your mental health...

It's important to care for your mental and emotional health and your plan makes it easy to find providers and resources. Your benefits include coverage for behavioral health, substance use treatment, and addiction recovery.

Learn more at [carecompass.ct.gov/mental-health](https://carecompass.ct.gov/mental-health).

