



# Health Care Update

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October 17, 2022



- Financials (Rae-Ellen)
- Medicare Advantage (Rae-Ellen)
- Partnership (Bernie)
- Communications (Betsy)



## FY 2022-2023 Year End Health Account Balances

Budget Review 9.30.22

Active Employee Healthcare Appropriation	
<i>Projected Appropriation Balance</i>	\$ 27,543,273.54

Active Employee Healthcare FAD Accounts	
<i>Projected Active Health FAD</i>	\$ -30,104,673.92
<i>Projected Active Rx FAD</i>	\$ 5,838,594.33
<i>Combined FAD Balances:</i>	\$ -24,266,079.59

Retired Employee Healthcare Appropriation	
<i>Projected Appropriation Balance</i>	\$ 125,032,162.06

Retired Employee Healthcare OPEB FAD Accounts	
<i>Projected Retiree Health</i>	\$ 151,998,574.98
<i>Projected Retiree Rx</i>	\$ 23,148,806.88
<i>Combined FAD Balances:</i>	\$ 175,147,381.86

# Medicare Advantage

OFFICE of the  
STATE COMPTROLLER



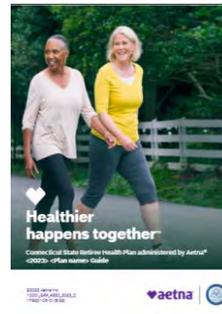
UHC Term letter



Confirmation  
letter



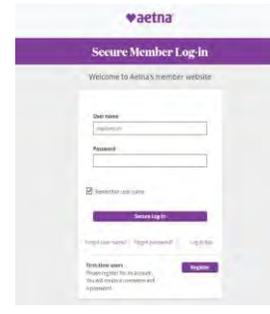
Welcome  
kit



Formulary



Sign up for your  
Member website



Take advantage of  
your new benefits.

Nov

Dec

Jan

Feb



Medical and prescription drug ID card



Expect a welcome call  
to see if you have any questions about the transition.  
Or to see if you would like to learn more about plan  
benefits that can help you manage a medical condition  
or situation.



## Partnership 2.0

As of 10/1/22 we have 157 groups enrolled totaling just under 26,000 employees and approximately 60,000 members.

As of 10/1/22, we had 124 groups who have completed their 3-year contract commitment under Partnership and had the option of leaving the plan without an early termination penalty. Six groups have decided to leave prior to 10/1/22 and two groups have left on 10/1/22.

We are scheduled to attend the (CCM) Connecticut Conference of Municipalities event on 11/1/22.

## Partnership 1.0

As of 10/1/22 we still have 5 groups remaining totaling approximately 2,400 employees and just under 3,400 members.



# Communications Update

Presented by Betsy Nosal

# Monthly All-User Email Impact



Protect Yourself, Your  
Family and Your  
Community

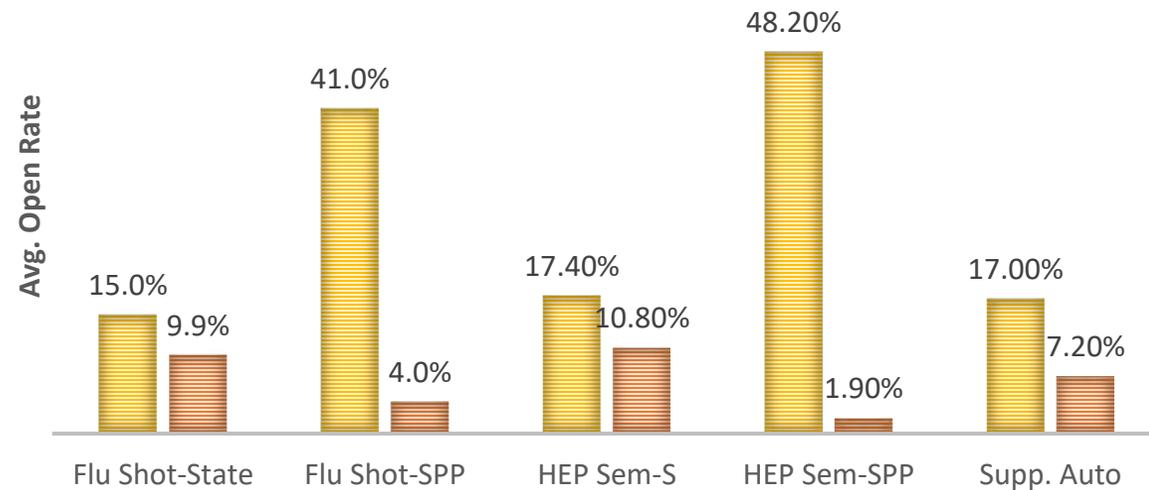
Flu and COVID-19 booster shots



■ Avg. Open Rate ■ CTOR

Email Topic	Sent/Group	Avg. Open Rate	Avg. CTOR
Flu Shot / COVID-19 Booster	State email* (9/30)	15%	9.9%
	SPP email (10/5)	41.0%	4.0%
HEP Monthly Seminars	State email (8/30)	17.4%	10.8%
	SPP email (8/31)	48.2%	1.9%
Supplemental-Auto/Home Insurance	State email (9/15)	17%	7.2%

\*Email also sent to agency / group benefit contacts, Judicial and Higher Ed, Union Reps as follow-up.



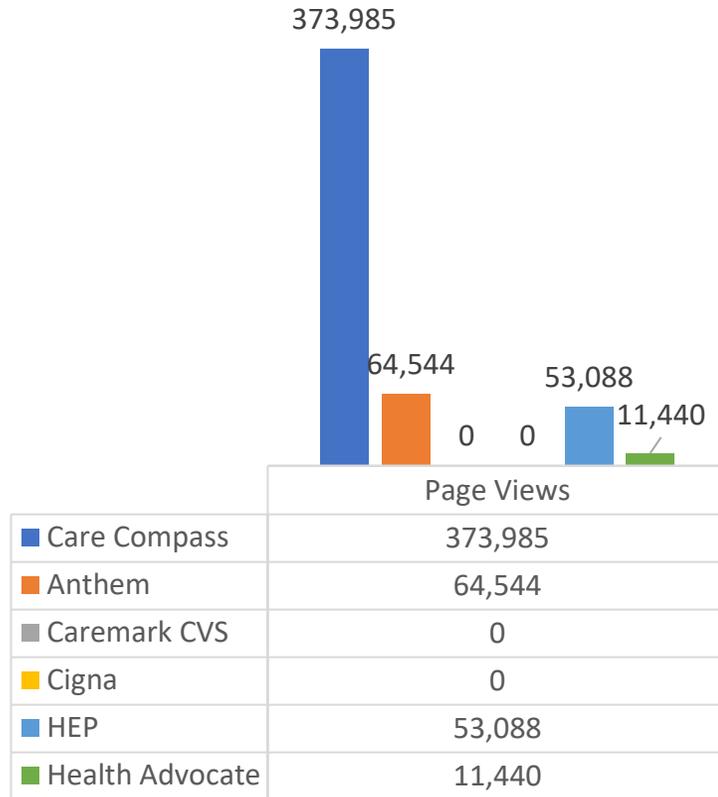
**Open Rate** = Unique Opens / Deliveries; **Industry standard = 23.7%;**  
**CTOR** = Unique Clicks / Unique Opens; **Industry Standard = 13.4%**



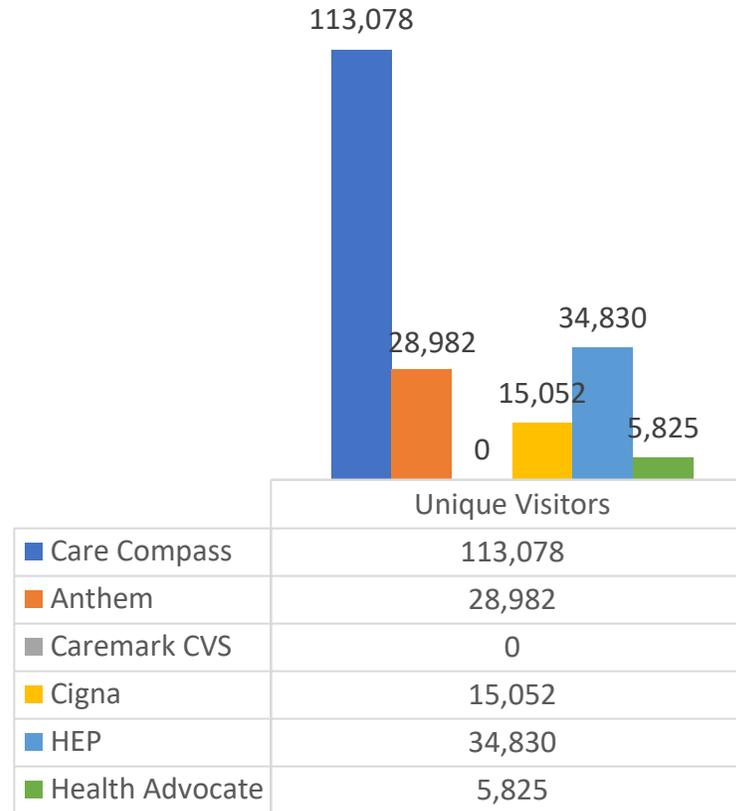
# Carrier Digital Data (January 1 - June 30, 2022)

Note: Awaiting data from CVS and limited for Cigna

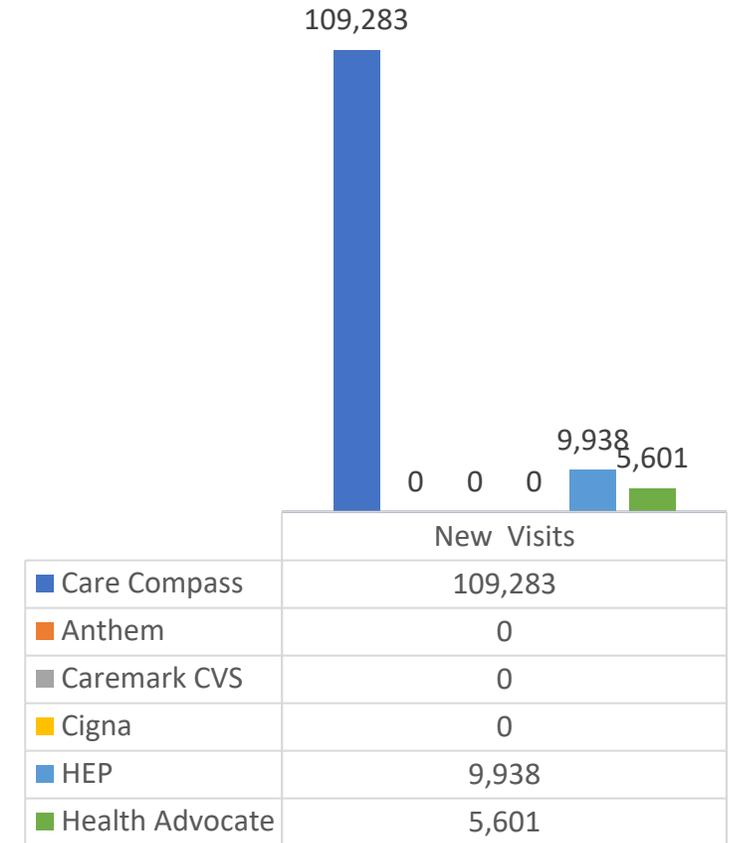
## Website Total Visits



## Website Unique Visitors



## Website New Visitors



**Unique Visitors** include people who visited the site during this time period, plus anyone who visited in the month prior and then returned. Only 1 visit is counted if someone visits multiple times in a month.

**New Visits** are total number of new visits in the time period that had not visited the month prior to this time period.



## Flu Shot Postcard

## Focus Groups

- Agency Benefit Contact digital survey
- Newly Hired Employee / special populations
- Digital (AI-driven) survey

## Providers of Distinction

- Incentive check mailing
- New Provider emblems

10. If health benefit processing training was available, which format(s) would you be interested in?  
Select all that apply

- In-Person (one-on-one, group, etc.)
- Virtual meeting using Microsoft Teams
- Phone
- Other

11. What resources do you provide for your employees regarding their benefits? \*

- [CareCompass.ct.gov](https://carecompass.ct.gov)
- Care Compass Health Navigator phone number
- Carrier Customer Service phone number
- Annual Healthcare Options Planner
- Supplemental Benefits (pdf) (This is a link to a PDF document)
- eBenefits online enrollment
- During Annual Open Enrollment-Q4
- During Annual Open Enrollment-Q1

**Flu and COVID-19 booster shots are covered 100% at most local pharmacies.**

Need help? Contact a personal Health Navigator: (866) 611-8005

 **CARE COMPASS**

Healthcare Policy & Benefit Services Division  
Office of the State Comptroller  
165 Capitol Avenue  
Hartford, CT 06106-1775

**Your annual flu shot and COVID-19 booster are free through your medical and pharmacy coverage. Bring your Anthem/Caremark ID card. You can even do them both in the same visit!**

**Call your doctor or visit [carecompass.ct.gov/flushots](https://carecompass.ct.gov/flushots) to find a nearby pharmacy.**



**Get a FREE flu shot and COVID-19 booster shot this fall**

Visit: [carecompass.ct.gov/flushots](https://carecompass.ct.gov/flushots)

POINT YOUR SMARTPHONE CAMERA AT THIS CODE FOR A LIST OF PARTICIPATING NEARBY PHARMACIES.





# Questions and Comments



**Adjourn**