

## **Dear State Employee,**

We are excited to announce new improvements to the administration of the state's Health Enhancement Program (HEP)!

The state has selected Care Management Solutions (a ConnectiCare affiliate) to assist you in HEP. The goal is to make it easier for you to successfully complete your annual requirements, and to review your personal HEP compliance status in a meaningful way.

New enhancements include: providing HEP participants with comprehensive, up-to-date and reliable medical information; tools to manage your health; recommendations for managing chronic conditions; and interactive guides to establish a personalized course that you can follow to maintain or improve your health.

We look forward to consistently adding new features over time to give you thorough and personalized information about ways you can maintain your wellness and deal most effectively with health issues that may be affecting you and your family.

Care Management Solutions is available to you, your spouse, and your dependents regardless of which carrier you are currently enrolled with for your medical and/or dental insurance.

## **ACCESS ONLINE RESOURCES**

A key new feature of the HEP is an improved online portal at [www.CTHEP.com](http://www.CTHEP.com). This portal will allow you to more easily and securely access information throughout the year, including:

- Your personal HEP compliance status and, if applicable, the overall compliance status of your spouse and dependents
- An outline of HEP requirements for preventive care
- Recommendations for chronic care management
- Interactive self-learning modules and personal progress tracking
- A message center to communicate with HEP nurse coaches and representatives

## **CREATE A NEW ACCOUNT AT [www.CTHEP.com](http://www.CTHEP.com)**

Upon your first visit to the new HEP online portal, you will be asked to create a new secure username and password for future log-ins. This one-time step will ask you to provide personally identifiable information to ensure that your personal health information, and that of your spouse and dependents, is protected.

State employees who are creating a new account for themselves will be prompted to enter the following:

- The last four digits of your Social Security Number
- First and last name
- Date of birth
- Home zip code

New accounts created by your spouse and dependents over age 18 covered under your plan should use the last four digits of the STATE EMPLOYEE's Social Security Number, but the SPOUSE's/DEPENDENT's first and last name, date of birth and home zip code. For assistance with registration or to view a quick tutorial of the new portal please click on the link under "Learn More," located on the right-hand side of the [www.CTHEP.com](http://www.CTHEP.com) home page or type this URL directly into your web browser's search bar:  
<https://www.brainshark.com/ConnectiCare/HEP>

We encourage you, your spouse, and your dependents to register with the new HEP portal as soon as possible to determine which screenings and exams you must complete before December 31, 2013.

### **CONTACT HEP NURSE COACHES AND REPRESENTATIVES DIRECTLY**

HEP nurse coaches and representatives will be available throughout the year to answer questions and direct you to the resources you need to successfully participate in HEP. They will also be available by phone and the online message center to directly assist members with managing their chronic conditions.

Regardless of which carrier you have for health and/or dental coverage, Care Management Solutions will be providing the services described above to assist all HEP-enrolled employees and their dependents.

The HEP nurse coaches and representatives can be contacted through a toll-free hotline at 1-877-687-1448. The hotline will be open Monday through Friday from 8 a.m. to 5 p.m.

If you have any questions about this or other issues related to the Health Enhancement Program, visit [www.CTHEP.com](http://www.CTHEP.com) to review the help menus and FAQs (Frequently Asked Questions). If you cannot find the answer using the new portal, call the HEP hotline number above for assistance.

We hope you enjoy the new features of [www.CTHEP.com](http://www.CTHEP.com) and encourage your continued success in the Health Enhancement Program. Thank you!

Sincerely,

Thomas C. Woodruff, Ph.D., Director  
Healthcare Policy and Benefit Services Division  
Office of the State Comptroller