

ConnectiCare[®]

&

Region #14 Schools

Inspiring Excellence

5, 5, 2017

4 things to know about ConnectiCare

1. We've been in Connecticut for 35+ years

- 700+ employees in Farmington, CT
- 11 Provider Collaborations covering 70% of our members
- Introduced in 2016 - *CliniSanitas*
- Committed to serving the Connecticut population



2. We're experts in providing health care cover

- 300+ large group customers
- 40+ municipal/public sector customers



Town of Weston, CT



Stratford Board of Education
"Tantum eruditi liberi" Only the educated are free

3. Emblem Health is our parent

- Non-Profit with 3+ million members
- Carrier of Choice for City of New York Employees for 60+ years



4. We're great at what we do

- Ranked among the top commercial health plans in the U.S.
- Most recommended health plan in CT
- NCQA Health Plan

ConnectiCare

Provider Network

Our Name May Say Connecticut, but the Coverage is National...

The PHCS Multiplan Network Provides Coverage in all 50 States

- Largest National Network
- 900,000 Providers
- 4,800 Hospitals
- 100,000 Ancillary Care Facilities
- 95% of Pharmacies Nationwide

Our Regional Network Covers Connecticut, Rhode Island, Metropolitan New York and Western Massachusetts:

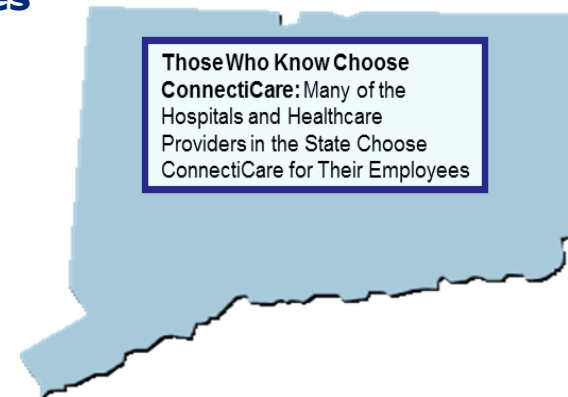
- 10,992 Primary Care Physicians, 43,259 Specialists
- 129 Hospitals including all Connecticut Hospitals
- Over 663 Participating Pharmacies In Connecticut and 60,000 Nationally

ConnectiCare has a Stable Network

- Hospital and Medical Providers Have a One-Two Year Renewal Process in Place
- Current Contractual Terms Continue Until Mutual Agreement

Over 97% provider match for RSD 14

100% of all emergent and urgent care is covered in network nationally and internationally

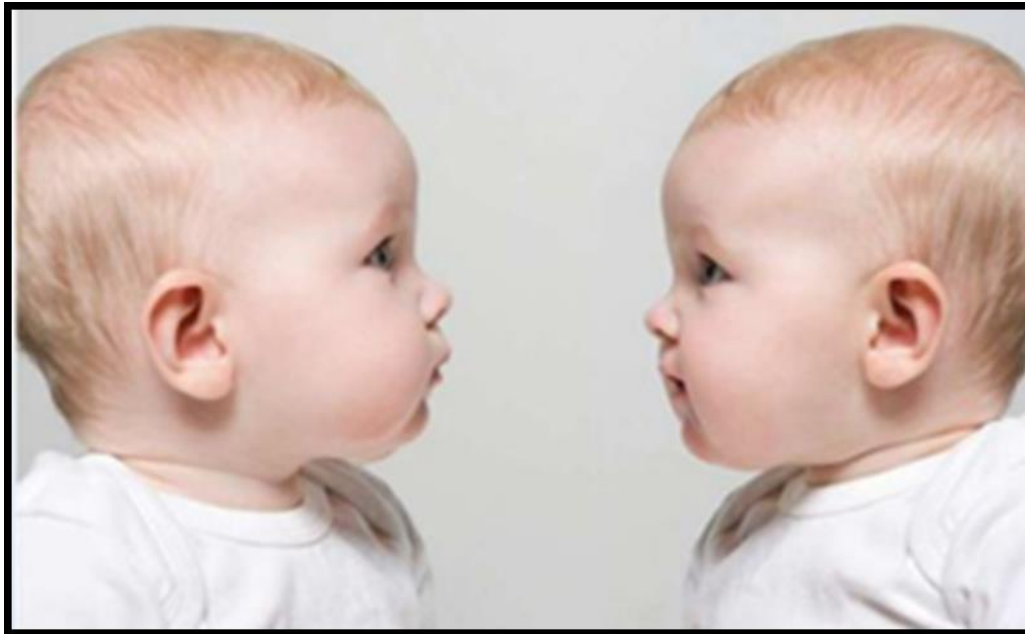


"Here at Yale Medical Group, we have contact every day with all the major carriers, and ConnectiCare representatives are the best."
Nancy Lewin, Yale Medical Group

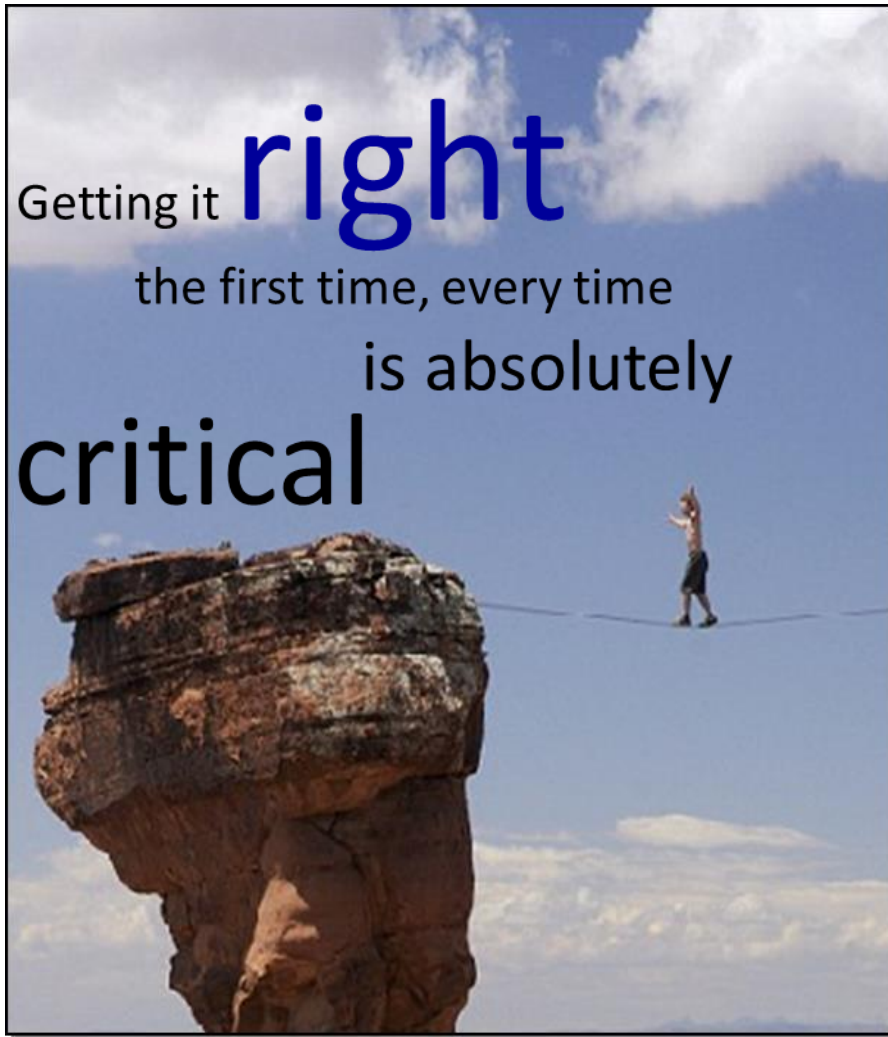
ConnectiCare[®]

Matching Benefits

ConnectiCare Will Seamlessly Match and Administer all Existing Public Sector Benefit Designs 100% in Support of Existing Union Contracts



Our Service Philosophy



What We Do

- "Brilliant At The Basics" And "Best In Class" Service
- Empowered, Enabled And Engaged To Provide The Right Answer, The First Time
- State Of The Art Customer Service Center In Farmington
- Live Person Answers Every Call
- Talent Plus Hiring
- Strong Commitment To Connecticut – No Outsourcing

The ConnectiCare Difference

Voice Of The Customer

- Listening to our Customers – Direct Customer Feedback
- Engaged Member Advisory Community – 600 Customer Participants
- Feedback Used To Drive Product Development And Improve Business Processes

ConnectiCare[®]

Net Promoter Score

Net Promoter Scores (NPS)**
is a measurement of promoters over detractors. Promoters are people who would recommend a company they like to a friend or family member.

- How likely are you to recommend ConnectiCare to a friend or family member?

Very Unlikely 0 1 2 3 4 5 6 7 8 9 10 Very Likely







DETRACTORS

PASSIVES

PROMOTERS

Promoters - Detractors = Net Promoter Score

Company	NPS*
ConnectiCare	23%
United Healthcare	20%
Aetna	19%
CIGNA	20%
Anthem	10%

NPS Comparison Across Industries		
INDUSTRY	COMPANY	NPS SCORE
Home Insurance		80%
Department/ Specialty Stores		78%
Auto Insurance		76%
Smartphones		70%
Online Shopping		69%
Airlines		66%
Tablet Computers		65%

*Competitor NPS is obtained through a third party (Satmetrix 2013-2014 & Temkin 2015-2016) using an online survey among a nationally representative of consumers in the US

ConnectiCare

Our Municipal Experience

Our Results

- Large Customers With Complex Group Structures
- Identical Union Benefits Match / Implementation
- No Union Grievances
- No Member Care Disruptions
- Testimonials From Municipal Leadership Acknowledging Impeccable Transition Process



How We Succeed

- Through Our Highly Experienced Municipal Account Team
- Our Team Works Side-by-Side With Your Benefits Team
 - Clear Upfront Employee Communication and Meetings
 - Understanding Union Contracted Benefits
 - Attention to the Details

ConnectiCare

Ask Your Peers How Good We Are...

We Are the Provider of Choice for a Host of Municipalities and Large Groups in Connecticut.



Town of Weston, CT



DARIEN
CONNECTICUT



Metro-North Railroad



Connecticut Conference
of Municipalities



Cromwell
Public Schools
Placing Students First



Stratford Board of Education
"Tantum eruditi liberi" Only the educated are free



Thomaston
PUBLIC SCHOOLS



Northwestern
Regional School
District No. 7



ConnectiCare

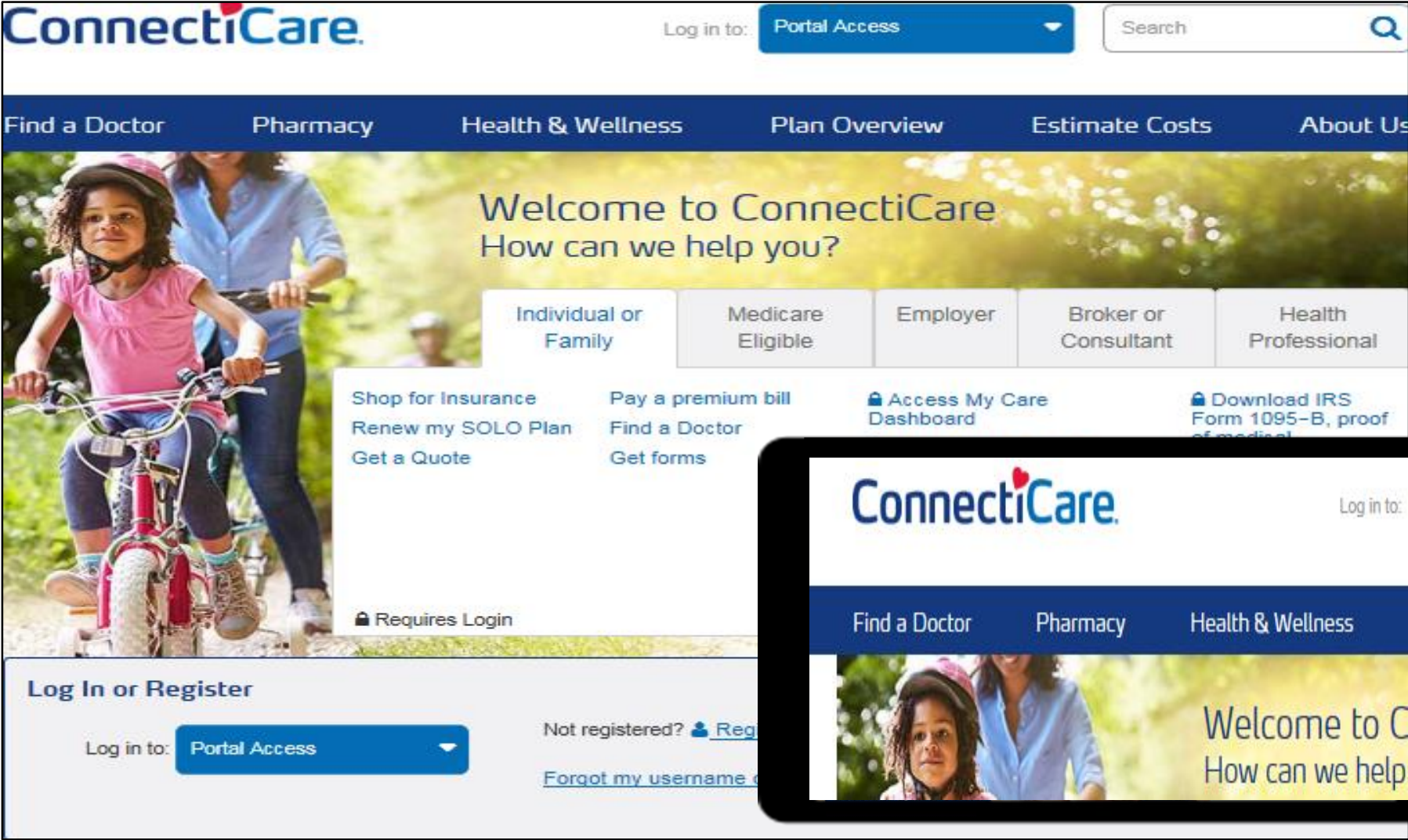
Implementation and Transition Efficiency

We Will Make the Transition to ConnectiCare an Effortless Process

- Dedicated Onsite Support Including Customer Service, Account Management and Clinical Support Staff
- Nurse Care Managers to Assist with Continuity of Care
- Uninterrupted and Fully Integrated Pharmacy Benefits
- Customized Communication Plan Including Open Enrollment Meetings Staffed by your Dedicated Account Management Team
- Guaranteed Accurate ID Cards Prior to the Effective Date
- Attention to Detail and Methodology of New Account Implementation Sets Us Apart



Online Member Portal: Easy Access to Health and Cost Information



ConnectiCare

***Large Enough to Deliver...
...Small Enough to Care***

Questions and Answers

