

# Getting care away from home



No one plans to get sick or injured. Still, that can happen when you're traveling for work, on vacation or away at school. Here's some information to help if you or a family member needs medical care.

## You're covered if you get sick or injured

All ConnectiCare members are covered for any sudden injury, illness or emergency, no matter where it happens.



**Urgent** - If your need is urgent, like an ear infection or flu symptoms, you can contact a doctor using MDLIVE telemedicine 24 hours a day or go to the nearest walk-in clinic or urgent care center.



**Emergency** - If you have a serious medical emergency, like chest pain or trouble breathing, go to the closest hospital.



**Medication** - If you have pharmacy coverage, you can fill your prescription at participating retail pharmacies throughout the United States. Search for one at [express-scripts.com](http://express-scripts.com) or download the Express Scripts mobile app.

## Packing List

### Don't leave home without these:

- 1** **ConnectiCare ID card** – with important phone numbers if you need help
- 2** **MDLIVE** in your phone contacts – **1-888-995-0217** (there's a mobile app, too)
- 3** **Prescription medicines** – Plan ahead and get a 90-day supply of some drugs through Express Scripts' home delivery. Call **1-877-866-5798**

## Other care is also available for students

If you have a child in school, out of state, he or she can receive certain types of care outside of the ConnectiCare network. It is important to get preauthorization before receiving care in most cases. Check your plan documents for details.

Service	Call for preauthorization
Allergy shots	1-800-562-6833
Follow-up care after an emergency room/urgent care visit	1-800-562-6833
Mental health, alcohol abuse and substance abuse services	1-888-946-4658
Physical therapy	1-800-562-6833
Advanced radiology services (e.g. CT Scan, MRI)	1-877-607-2363

If you have questions about any services or follow-up care, call member services at **1-800-251-7722** or email us at [info@connecticare.com](mailto:info@connecticare.com)

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The level of benefits and types of services you can receive out-of-network depends on your plan. Refer to your Benefit Summary or member agreement for more details.

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