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November 4, 2011

Dear Charter Oak Member,

We are writing to let you know about changes coming to the Charter Oak Health Plan. Starting January 1, 2012, you will get your medical services from the new ***Charter Oak Health Plan***.

You will no longer be enrolled in a health plan (Aetna Better Health, AmeriChoice or Community Health Network).

Instead, you will get services from our single, statewide ***Charter Oak Health Plan*** administrative services organization. Community Health Network of Connecticut has been chosen to be the ***Charter Oak Health Plan*** administrative services organization.

The goal of the new ***Charter Oak Health Plan*** is to help you and your doctors work together to make sure you get the best care possible. For example, if you have special health care needs, ***Charter Oak Health Plan*** will help you better understand and take care of these needs.

***Charter Oak Health Plan*** will also help you with finding a doctor, making medical appointments, explaining medical benefits, and getting those benefits.

**Key facts:**

- You will automatically be a member of the new ***Charter Oak Health Plan***, starting January 1, 2012.
- Your basic benefits will not change.
- Starting January 1, 2012, please use your Charter Oak card for all health care services.
- There are no changes to how you get your behavioral health and pharmacy services.

**Also important:** Starting January 1, 2012, you will get all ***Charter Oak Health Plan*** services from medical and health care providers who have joined the Department of Social Services Medical Assistance Program. Most providers in Charter Oak plans have already joined. We ask you to check with your doctors to see if they have joined. If not, please ask them to find out more information about becoming a DSS provider by calling 1-800-842-8440. We are also contacting providers who have not joined to ask them to become a DSS provider.

***Charter Oak Health Plan*** will send you more information soon. In the meantime, if you have any questions about this letter, please call us at 1-800-656-6684. We wish you and your family good health.

Sincerely,  
Connecticut Department of Social Services