



Agent guide

Take your client's health care to the next level with Advantage Plus Network and Medicare Advantage

Advantage Plus
Network-Connecticut
A partnership of Optum[®] and Hartford HealthCare



Healthier care for your clients

Advantage Plus Network – Connecticut, is a partnership of Optum® and Hartford HealthCare. This unique venture brings two of the region's health leaders together in one network to serve Medicare Advantage patients throughout Connecticut. We are focused on prevention and managing each patient's health in a more comprehensive, integrated way. This means:



Greater access to more affordable ways to get care at the right time



Personalized care that is based on the latest, most effective care plans



Giving doctors more time, tools and resources to help patients get high-quality care

Who is Optum?

We're a family of dedicated physicians working together to help people across the nation live healthier lives. Our networks include:

86,000+ doctors and advanced practice clinicians

23+ million people who trust us with their care

4+ million patients in fully accountable value-based care plans through Medicare Advantage

125+ insurance carrier relationships offering the comprehensive Medicare plan choices

Who is Hartford HealthCare?

We're a comprehensive health care network. We are made up of:

41,000 colleagues all contributing to the best possible patient experience

500 locations serving 185 towns and cities in Connecticut

7 hospitals including a large integrated group practice, and an expansive ambulatory presence including urgent care, surgery centers, imaging, behavioral health and post-acute services

Hartford HealthCare touches **17,000 lives** every day.

What does Advantage Plus Network do for your clients?

You want the best for your clients, and we do too.

Our doctors proactively manage members' overall well-being, delivering coordinated care that enables healthier outcomes through research-backed approaches. They build deep relationships with each patient and spend time listening to their concerns and answering their questions.

- Each patient has a care team that works together to create a personalized care plan.
- Our goal is to help your clients live a healthy, active life.
- Our care model tracks results and helps our doctors to deliver better care.
- When we recommend care, it must be entirely justified by one simple standard: your clients' best interest.
- Our innovative process uses the latest research and analytics to deliver the right care for healthier outcomes.

Advantage Plus Network doctors in Connecticut care for people age 65+ every day

Medicare Advantage plans are among the most popular and fastest growing in the country. Advantage Plus Network is one of the largest providers of care in Connecticut to Medicare Advantage members, offering more convenience, options and access to high-quality, affordable care. Your clients can access:



3,500+ primary and advanced care providers throughout Connecticut.



Participating hospitals and urgent care centers throughout Connecticut.



Major medical groups such as ProHealth Physicians, Hartford HealthCare, and Integrated Care Partners contracted providers



Service from two major health plans: UnitedHealthcare and Anthem.*

*Subject to change.



Client support that's personalized, compassionate and convenient

We provide your clients with access to health care services when and how they want it:



Easy and timely specialist referrals



Same-day appointments for urgently needed care



Toll-free patient support lines



Telehealth options where patients can talk to a doctor via video, chat or phone



Convenient in-clinic lab services* and access to results via patient portals

*Varies by location

Service area

Through ProHealth Physicians, part of Optum, Hartford HealthCare and contracted providers with Advantage Plus Network, we are here to serve patients across Connecticut.

ProHealth Physicians

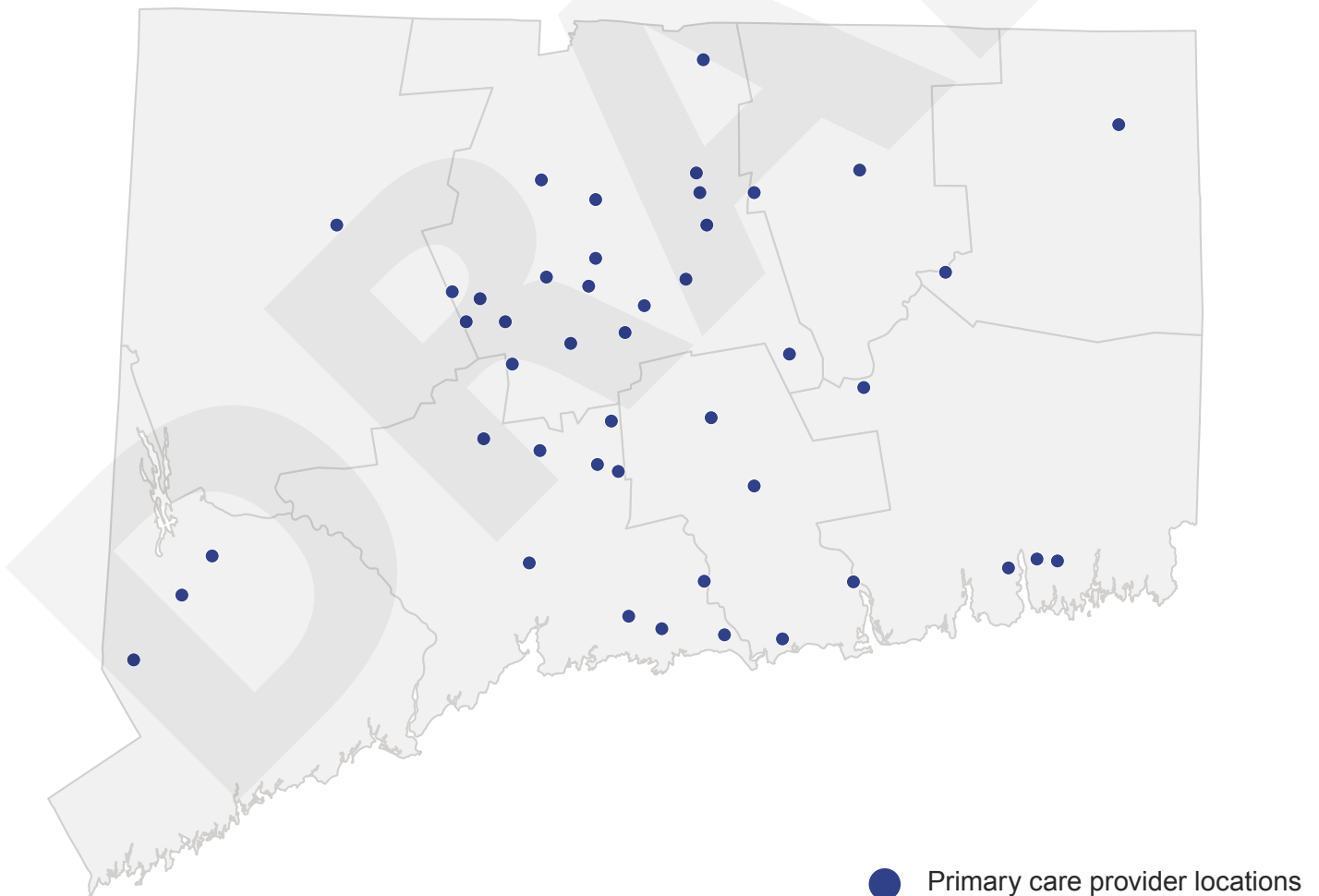
With practices in every county in the state, ProHealth Physicians is Connecticut's leading community-based medical group. We offer a range of care, resources and programs.

While traditional medicine treats people when they're sick, our focus is on preventive care and staying well. We also give patients, families and communities the tools they need to be healthier. It's a simple but powerful way to improve well-being and quality of life.

Medicare health plans accepted*

- Original Medicare Part B
- Aetna
- Anthem
- CarePartners
- ConnectiCare
- UnitedHealthcare

Primary care locations



*Please check with the doctor's office to make sure we accept your clients specific plan

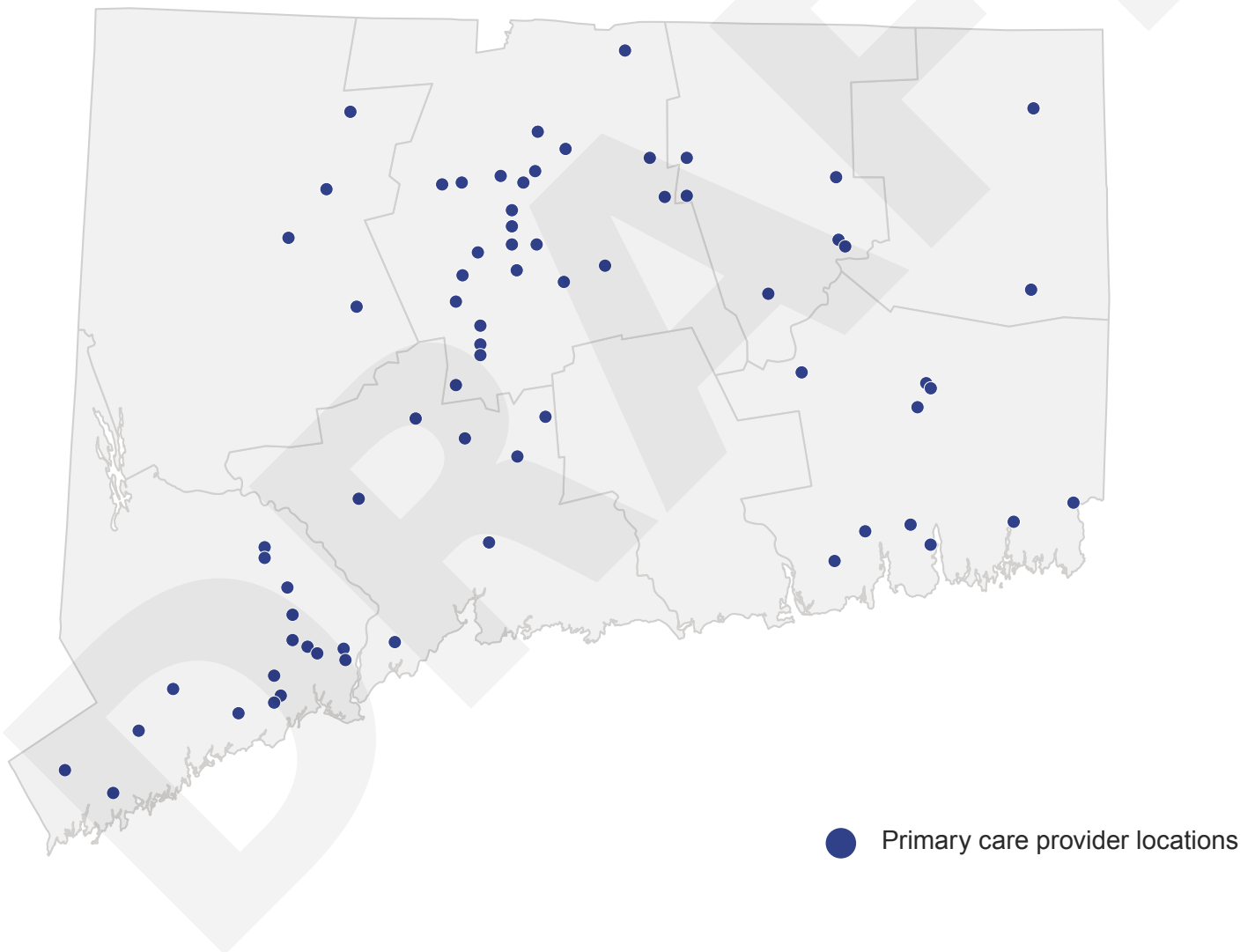
Hartford HealthCare

Hartford HealthCare is Connecticut's most comprehensive health care network. Their unified culture enhances access, affordability, equity and excellence.

Hartford HealthCare participates in most major health plans in Connecticut. For the most up-to-date information, please visit our [website](#).

When your client pairs a Hartford HealthCare Primary Care Physician with the below Medicare plans, they will become a part of Advantage Plus Network:

- Anthem MediBlue DSNP
- Anthem MediBlue HMO
- UnitedHealthcare HMO
- UnitedHealthcare PPO





Care management programs

Our commitment to care goes beyond the clinic. We offer coordinated care programs that support our members in their homes, communities and care facilities. These programs help patients and their families manage their health more effectively.



Collaborative care

Our team of nurses, pharmacists and social workers work with each patient to develop a care plan that meets their medical and social needs. This plan may include:

- Annual Wellness Visits and wellness assessments
- Preventive care, including health screenings and vaccines
- In-home care and support
- Medication management
- Health education and fitness classes



Disease and chronic care programs

We teach patients how to manage conditions such as congestive heart failure, chronic obstructive pulmonary disease, kidney disease and diabetes. We also offer in-home and telephonic programs for patients who need more support in managing their complex or chronic diseases. These programs are led by experienced case managers, such as registered nurses and social workers, who assist patients and their families in managing their condition through education, coordinated care and community resources.



Case management

This program is designed for patients with complex care needs. This includes those who are staying at a hospital, nursing home or assisted living facility. Our team of case managers is made of nurses, health advocates and social workers. They bridge communication between doctors and patients. They also connect with family members and care facilities. This team helps patients and their families reach their health goals. They also help patients in care facilities transition to home.



Home care

As part of Advantage Plus Network, qualifying patients may get in-home visits and care. These visits are done by our medical, behavioral, urgent and palliative care teams. These providers address patients' immediate care needs. They may also identify extra external support patients may need. That includes food delivery or transportation.



Palliative support

Palliative support is for patients who need symptom management for their serious illness. This may include late-stage congestive heart failure (CHF), COPD (lung disease), dementia (memory loss) and cancer. Our team of trained providers and staff give guidance and support to patients and their families.

Working together to improve health, one client at a time

Thank you for supporting Advantage Plus Network and ensuring your community has access to great doctors and high quality, affordable health care.

What we ask of our partners

Your role is key to helping our patients find quality care and coverage. We depend on you to:

- Have an in-depth knowledge of Medicare Advantage and a strong understanding of the Advantage Plus Network and value proposition.
- Place the patient first at every interaction, while providing white-glove service.
- Participate in initiatives to better understand our model, while strengthening your relationship with Advantage Plus Network providers in your community.
- Use Advantage Plus Network tools and resources to the best of your ability. This includes utilizing the broker portal for all self-generated and Advantage Plus Network generated leads.

Our commitment to you

At Advantage Plus Network, we believe you're a vital extension of our team. We're committed to investing in your success through:

- "Always on" customer service
- Agent tools and lead generation
- Consumer and industry insights to help you grow your business
- Agent recognition in our national broker and physician communications

Tools for success

We're in this together. To support you in doing your best work, we offer a range of powerful tools and resources.

Agent Newsletter

Want updates on all things Advantage Plus Network sent straight to your inbox? Sign up for the Agent Newsletter today. Each month, you'll receive the latest news on upcoming events, agent tools and resources. You'll also hear about Advantage Plus Network doctors, clinics, health plans, programs and more. It's a quick and easy way to stay up to date.

Register for the [Agent Newsletter](#).

Advantage Plus Network Care Finder

We've made finding the right primary care doctor for your clients easy. You can quickly search for ProHealth Physicians, part of Optum, Hartford HealthCare and contracted primary care doctors across Advantage Plus Network.

The care finder lets you search doctors by ZIP code, city and state, or last name. You can then filter your results by gender, accepting new patients and more.

Try the [Advantage Plus Network Care Finder](#).

Your team

We're here to help. Get access to onboarding for your clients, local marketing support, and shareable educational and sales materials to help grow your business. If you have questions or need additional resources, reach out to a member of our team.

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