



1. [Who owns CareConnect?](#)

The CareConnect North Shore-LIJ Employee Plan is administered by CareConnect Administrative Services, Inc., which is owned by the North Shore-LIJ Health System.

2. [What makes the CareConnect North Shore-LIJ Employee Plan different from other medical plans?](#)

The CareConnect Group's mission is to make your health insurance experience easier. The CareConnect Customer Service team is comprised of Service Connectors who can help you find the right doctor, make your appointments, explain your costs, answer your questions and make sure you get the help you need.

3. [Does the CareConnect North Shore-LIJ Employee Plan require referrals before I can visit a specialist?](#)

The CareConnect North Shore-LIJ Employee Plan does not require members to obtain a referral in order for you to see a specialist.

4. [Does the CareConnect North Shore-LIJ Employee Plan require Primary Care Physician \(PCP\) selection?](#)

No, you do not need to choose a PCP. You can see an in-network specialist at any time without a referral. If you'd like a recommendation, ask your primary care physician or call a Customer Service Connector to find a nearby specialist and set up an appointment.

5. [Can I still see my same doctors if I move from the Value Plan to CareConnect North Shore-LIJ Employee Plan?](#)

Most providers who participate in the Value Plan also participate in CareConnect's network. However, participation is not automatic. To find out if your provider participates in the CareConnect plan, please visit provider.CareConnect.com or call 855-706-7545.

6. [How can I find out what providers and services are part of the CareConnect North Shore-LIJ Employee Plan?](#)

CareConnect provides access to over 20,000 providers and hundreds of hospitals, labs, imaging centers and urgent care centers. In comparison to the in-system provider listing you will see an increase number of providers in the five boroughs as well as Westchester and Eastern Long Island. To find a complete listing of providers and facilities, please visit provider.CareConnect.com.

7. [What happens if I need care outside of CareConnect's service area?](#)

In the event of an emergency, you and your dependents are covered no matter where you are or what provider you see. This does not include visits to out of area urgent care centers. For non-emergency care while out of the coverage area— like treatment for a common illness, infection, minor wound, skin condition or sprain — you can visit any CVS MinuteClinic. The nearly 1,000 MinuteClinics across the country are included in our network. To find a CVS MinuteClinic near you, please visit www.cvs.com/minuteclinic.

8. [Does CareConnect include prescription coverage?](#)

CareConnect provides access to CVS/Caremark for all your prescription drug benefits. Prescriptions can be filled at any pharmacy in the CVS Caremark network including almost all major retail pharmacies and most local drug stores. Major retailers include Costco, CVS, **Duane Reade**, Rite Aid, Stop & Shop, Target, , **Walgreens** and Walmart. You can also fill prescriptions through the mail using a [mail-order form](#).

9. [Will my current medication be covered under the plan?](#)

The CareConnect North Shore-LIJ Employee Plan covers a broad range of medications, which are listed in the CareConnect formulary. You can check the formulary for specific medications by visiting CareConnect.com and clicking on 'Find Resources' under the Main Menu.

10. I have an existing prescription with refills – will I be able to transfer it. ?

Members should obtain a new perscription from their physician so they can fill their medication through a CVS/Caremark participating pharmacy or mail order vendor.

11. What happens if I am in the mist of treatment and my doctor is not in the CareConnect Network?

CareConnect allows new members to continue to see their physician if they are undergoing treatment for up to 60 days. This is called Transition of Care. In order for those services to be covered, preauthorization is required. Your physician must contact CareConnect at 855-706-7545 before services are rendered to obtain authorization.

12. I've noticed that some of my benefits indicate pre-authorization. What does this mean?

Pre-authorization means your provider must obtain prior approval from CareConnect before you may receive certain services, or before you fill a prescription.

13. Is the CareConnect North Shore-LIJ Employee Plan available for union employees?

At this time, the CareConnect North Shore-LIJ Employee Plan is only available to non-union employees of North Shore-LIJ (Northwell Health).

14. If I enroll in the CareConnect North Shore-LIJ Employee Plan does that mean I am enrolled on the State Exchange?

No – Large group plans (100+) are not sold on the State Exchange and the North Shore-LIJ Employee Plan is not a State Exchange product.

15. What happens if I want to make changes to my benefits after Open Enrollment?

During Open Enrollment (November 30th – December 11th) you have the chance to make changes to your benefits in order to select the most ideal plan for you and your family. Once Open Enrollment has ended, unless you have a Qualifying Life Event (for example, a Divorce, Birth, Adoption, etc.) you will not be able to make changes until the next Open Enrollment period (the following year).

16. Does the CareConnect North Shore-LIJ Employee Plan cover my domestic partner?

The CareConnect North Shore-LIJ Employee Plan will only cover legally married spouses.

17. How can I find out detailed information about my benefits and how they are covered?

Your specific plan information can be found in your Member Welcome Book under '**Schedule of Benefits.**' In addition, you can visit Healthport for the 2016 Benefits Resource Guide.

18. How can I find out how much my contributions will be for the CareConnect North Shore-LIJ Employee Plan?

Employees can visit Healthport under My HR>HR Home>Total Rewards>Benefits>Benefits Enrollment.

19. How can I learn more about the CareConnect North Shore-LIJ Employee Plan?

If you have any questions, please call a Customer Service Connector at 855-706-7545, stop by our Customer Care Center in East Hills, NY, or email us at questions@nsljcc.com. Visit CareConnect.com for our hours of operation.