

Health Enhancement Program (HEP)

The State of CT Partnership Plan 2.0 has a Health Enhancement Program that includes two components intended to positively impact the overall health of the participants. These include Preventive Requirements and Chronic Condition Education and Counseling. The intent of HEP is to keep employees and dependents healthier, but also to keep premium payments and out-of-pocket expenses that are part of the plan at a low cost.

All Enrollees in the State of CT Partnership Plan 2.0 must meet the HEP requirements as outlined in the plan. ***Clinton employees and dependents must meet the HEP requirements by December 31, 2020.*** Employees will receive reminders about HEP requirements directly from the program, and can also create an online HEP Portal account to monitor their own compliance with HEP.

Information about HEP and the requirements can be found on the District Website under the Business Department-Health Insurance Section.

Part A: Health Enhancement Program (HEP) Portal Setup

Step 1: Identification:

- Go to www.cthep.com and click on 'Create Account'
- Fill in the requested information, including the last 4 digits of the employee's Social Security Number, First & Last Name, Date of Birth (in MM/DD/YYYY format) and the home zip code.
- Click next step.

Step 2: Account Information:

- Create a username and password. Create a username of your choice (case sensitive). Create a password (case-sensitive) that is between 8-20 characters in length, with a least one uppercase letter, one lowercase letter and one number. The password will need to be retyped for confirmation purposes.
- Type in a valid email address, or select the box indicating you do not have an email address.
- Click next step.

Step 3: Security Questions:

- Select 2 security questions from the drop-down menu and type in the answers (which are not case sensitive.)
- Click next step.

Step 4: End-user license agreement:

- Click End-user license agreement

Part B: Portal Information and Navigation:

- Once logged in, the portal will be directed to the 2020 tab.
- Employees and covered dependents should focus on the 2020 tab only, since this is the first compliance year for the Clinton BOE.
- **PLEASE NOTE:** It can take up to 45-60 days from the date a participant goes for a HEP requirement, until the time the portal displays the update.
- For participants that have completed any of the 2020 requirements prior to joining the Partnership plan, a provider completed and signed Physician Notification Form (PNF) can be submitted either by mailing or faxing to the address shown at the top of the form, and the participant's portal will be updated manually.
 - An example would be for the Colorectal Cancer Screening, which can be completed by an annual fecal occult blood test, every 3 years using a DNA Cologuard test, or every 10 years by completing a colonoscopy. If a participant completed a colonoscopy 6 years ago and would like credit, they simple print out a PNF form, found under the Help, Forms & Contact section of the portal.
 - ***A Physician Notification Form is also posted on the District Website in the Business Department-Health Insurance Section for your convenience. It can be printed and presented to your medical provider for completion.***

Important Notes:

- Each individual on the plan must set up their own individual HEP Portal Account.
- Spouses and dependents over 18 that are registering will need to log out and close the browser between portal registrations.
- A new browser should be opened before the next family member over 18 registers.
- Covered dependents will use the last 4 digits of the employees' Social Security Number and then type in their name and date of birth as directed in Step 1.)

HEP Portal Assistance:

If participants need further assistance with creating and logging into your accounts, contact Care Management Solutions toll free at (877) 687-1448. HEP representatives will be available Monday through Thursday from 8 am to 6 pm and Friday from 8 am to 5 pm to assist you.