



Provider Frequently Asked Questions (FAQs)

Molina Integration

Effective Feb. 1, 2025, ConnectiCare was acquired by Molina Healthcare. We are excited about the opportunities that Molina will bring to Connecticut.

We know this change comes with a lot of questions for our network providers — our valued partners — and we want to make sure you have the information you need to facilitate a smooth transition. These FAQs cover some preliminary information we can provide at this time. Please look for future communications from us as we will continue to send details as soon as we can.

Who is Molina?

Molina is now ConnectiCare's parent company. Molina is a growing company with more than 40 years of experience serving 21 states across the country. Their expertise and commitment to the communities they serve will allow us to make improvements for our members and your patients. You can learn more about Molina at molinahealthcare.com.

(continued on back)

What happens to ConnectiCare after the acquisition?

ConnectiCare will continue to operate under its existing licenses, it will retain its brand name, and it will continue to provide the same excellent service and access to care that it is known for. Furthermore, ConnectiCare staff members will remain in place. That means we will carry over established expertise in our services and programs.

Do my patients with ConnectiCare plans need to find a new health plan?

No action is needed for members to continue their health care coverage. In 2025, members will continue to have access to their favorite benefits and programs.

What will change for my patients?

We are working diligently to ensure our members encounter minimal disruption. Your patients will continue to experience the same excellent service and access to care. We have thoughtfully carried over our plan designs and programs that focus on their specific needs.

Will my patients with ConnectiCare plans need to find a new provider?

No! Members can continue to get care from the same doctors, providers, and specialists they trust.

What operational changes should I expect?

We are actively reviewing processes and operations to determine best practices for 2026. Any changes will be communicated to our valued partners in the coming months. Training for new processes will take place in Q4 2025. Rest assured, we are committed to bringing ConnectiCare's expertise and valuable services forward through this transition.

STAY TUNED! We will provide more details about these changes and our 2026 plans as soon as we can. In the meantime, please sign in the ConnectiCare provider portal at connecticare.com/providers/resources/provider-sign-in and use the Message Center to let us know what other questions you have. We'll do our best to answer them in future communications.

Thank you for continuing to provide superior care to our members!