

# PROVIDER UPDATE

DECEMBER 2024



## Important Changes to Trinity Health Plan Of New England Coverage in 2025

Trinity Health Plan Of New England has made the difficult decision to exit the Connecticut market, starting January 1, 2025. This means that the Trinity Health Plan Of New England will no longer be offered in 2025. The last day of coverage for 2024 Trinity Health Plan Of New England members will be **December 31, 2024**.

We understand that your patients may have questions about what this means for their coverage and care going forward. We're committed to supporting them throughout this transition. They received a letter detailing the end of the plan and how to choose a new plan for 2025. If your patients have any questions, they can call Member Services at **1-800-240-3851** (TTY: 711) 8 a.m. to 8 p.m., seven days per week.

What you need to know as a provider:

- If there are any banners or tear pads in your lobbies or waiting rooms, please destroy these.
- The health plan coverage will not be affected until December 31, 2024.
- Please continue to submit claims to us for services provided through December 31, 2024. For your convenience, we will accept these claims through March 31, 2025 or the timely filing limitation prescribed in your Participation Agreement, if different. Please submit all claims by that date, for 2024. You will also have access to our Provider Portal until March 31, 2025. The Provider Portal allows you to verify eligibility, view claims history and payment status and send our Provider Services team secure messages.



[Access The Provider Portal](#)

We deeply appreciate your trust and loyalty as a provider of the Trinity Health Plan Of New England. If you have any questions, please reach out to Provider Services at **1-800-991-9907** (TTY: 711). Our dedicated team is here to support you in the final months of our Health Plan just as we always have.

Thank you for your understanding and for the opportunity to serve you.

-Trinity Health Plan Of New England