



**Connecticut Department of Social Services
Medical Assistance Program
Provider Bulletin**

PB 2009-03

February, 2009

TO: All Providers
SUBJECT: New HUSKY A Primary Care Case Management (PCCM) Program

This bulletin provides you with important information about the new Primary Care Case Management (PCCM) Pilot Program for HUSKY A clients that began February 1, 2009. The pilot program is beginning with Primary Care Providers (PCPs) in the Waterbury and Willimantic (Mansfield and Windham) areas that have enrolled in the PCCM program. HUSKY A clients, who were identified by participating PCPs as current patients, and family members of these patients, are currently eligible to enroll in PCCM.

PCCM is an option being provided to HUSKY A clients in lieu of enrolling in a managed care organization (MCO). Under PCCM, all health care is coordinated by the client's PCP or a case manager in the PCP's practice. PCP(s) coordination of care will enable clients to access medically necessary Medicaid services. However, PCP referral is not necessary for clients to access services. For example, if a client self refers to a Medicaid enrolled specialist without a PCP referral, the specialist's claims will be paid without a PCP referral. Goals of PCCM include improving patient health outcomes, access to care, and client and provider satisfaction.

PCPs receive fee-for-service Medicaid payments for services provided as well as a monthly care coordination payment per enrolled client. Medical services as well as medical providers and facilities in PCCM are the same as in fee-for-service Medicaid/Title 19.

HUSKY A clients who have enrolled in PCCM will receive the following services from the designated entities:

Behavioral Health	CT Behavioral Health Partnership (BHP) (ValueOptions)
Dental care	BeneCare
Pharmacy	DSS, via Electronic Data Systems (EDS)
Non-emergency transportation	Logisticare or First Transit

Verifying eligibility and PCCM enrollment:

PCCM members use the gray CONNECT card for all Medicaid services. As with other Medicaid and HUSKY members, eligibility can be verified through the EDS Automated Eligibility Verification System. The following information will be provided for a client that has enrolled in the PCCM program:

Web Eligibility Verification (www.ctdssmap.com). For PCCM members, the following panels will display:



Benefit Plan		
<u>Service Information</u>	<u>Effective Date</u>	<u>End Date</u>
HUSKY A. For Behavioral Health Services, Call BHP @ 877-552-8247 Medicaid Services	mm/dd/ccyy mm/dd/ccyy	mm/dd/ccyy mm/dd/ccyy

Primary Care Provider			
<u>Provider Name</u>	<u>Provider Phone</u>	<u>Effective Date</u>	<u>End Date</u>
PCP / Jane Smith	860-123-4567	mm/dd/ccyy	mm/dd/ccyy

Automated Voice Response System (AVRS)

For PCCM members, the AVRS response will provide the following information:

"Client number 001234567 is eligible for the following programs from month/day/year thru month/day/year unless other wise noted...."Medicaid Services, Husky A, for Behavioral Health Services call BHP at 8775528247 The clients' primary care provider is Dr. Jane Smith, the phone number is 8601234567"

ASC X12N 271 Health Care Eligibility Benefit Response

The PCCM member information is returned in Loop 2110 C. When EB05 contains Primary Care Case Management, the dates in the following DTP segment in DTP03 contain the PCCM eligible dates. The 2120 NM103 and NM104 contain the name of the primary care provider while the 2120 PER04 has the phone number of the primary care provider. The companion guide, located on the www.ctdssmap.com in the EDI section contains more information about the 271 eligibility response.

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NM1*IL*1*LAST*FIRST****MI*003333333
REF*EJ*PCCM
DMG*D8*19800101*F
DTP*307*RD8*20090101-20090122
EB*1**30*MC*Medicaid Services
DTP*307*RD8*20090101-20090122
EB*1**30*OT*Behavioral Health Partnership Husky A FFS
DTP*307*RD8*20090101-20090122
MSG*HUSKY A. For Behavioral Health Services, call BHP at 877-552-8247.
EB*L*IND*96*MC*Primary Care Case Management
DTP*307*RD8*20090101-20090122
LS*2120
NM1*1P*1*SMITH*JANE
PER*IC**TE*2038601234

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Provider Electronic Solutions Software Eligibility Verification Response

The Primary Care Case Management information will be displayed in the Provider Electronic Solutions Software Eligibility Verification Batch Response under the Eligibility Benefit Information heading.



Eligibility Batch Response

Eligibility or
Benefit Information: L
Service Type Code: 96
Insurance Type Code: MC
Plan Coverage
Description: Primary Care Case Management
Eligibility or Benefit
Date Time Period: 12/01/2008-12/31/2008
Loop Identifier Code: 2120
MCO/PCP Name: SMITH
PCP First Name: JANE
PCP Middle Initial:
PCP/PCP ID:
Contact Number: 8602031234

PCCM Members Contact Information:

PCCM members should contact their PCP office regarding health care issues. For additional issues that cannot be resolved by the PCP's office, members should contact HUSKY InfoLine (2-1-1) or at 1-877-CT-HUSKY (1-877-284-8759). Eligible members can enroll in PCCM or change PCPs by calling the HUSKY Enrollment Center (ACS) at 1-800-656-6684.

Interested in becoming a Primary Care Provider in PCCM?

The program is beginning with PCPs in the Waterbury and Willimantic (Mansfield and Windham) areas. The Department will be monitoring the success of the PCCM pilot and then plan accordingly to expand the program to other areas of the state. Providers interested in participating in PCCM when the expansion occurs should contact Rivka Weiser at the email address below.

Questions about PCCM may be emailed to:

Rivka Weiser at rebecca.weiser@ct.gov or via phone at 860-424-5843 or to
Dr. Robert Zavoiski, Medical Director, at robert.zavoski@ct.gov, or via phone at 860-424-5583.

This bulletin and other program information can be found at www.ctdssmap.com
Questions regarding this bulletin may be directed to the EDS Provider Assistance Center -
Monday through Friday from 8:00 a.m. to 5:00 p.m. at:
In-state toll free **800-842-8440** or EDS
Out-of-state or in the PO Box 2991
Local Farmington, CT area **860-269-2028** Hartford, CT 06104

