



PROVIDER ALERT

Alert#: PA-2009-05
Issued: August 2009
TO: Enhanced Care Clinics and all CT BHP Outpatient Providers
SUBJECT: CT BHP Web Registration Enhancements

Dear Provider,

This bulletin is being sent to advise providers of upcoming enhancements to the current web registration form for outpatient services under the Connecticut Behavioral Health Partnership (CT BHP). Effective **September 1st, 2009**, enhancements to the current routine/urgent and emergent sub forms will offer conditional warnings (pop-up messages) to system users that enter dates falling outside of the access standards for Enhanced Care Clinics. Non Enhanced Care Clinic providers and system users will be able to bypass these pop-up messages and continue to complete their registrations. There are no changes to the re-registration form. These conditional warning enhancements were added to further assist Enhanced Care Clinic system users, thru pop-up messages, of possible keying/manual errors that may affect access standards.

The web registration enhancements effective September 1st, 2009 are outlined in the following pages of this alert.

Please note: Providers are still required to register outpatient services at any time during the 21-day period allotted subsequent to the initial evaluation.

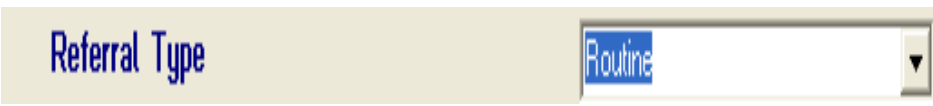
If you have any questions, please contact the CT BHP Call Center at 1-877-552-8247.

Provider Relations Department
Connecticut Behavioral Health Partnership

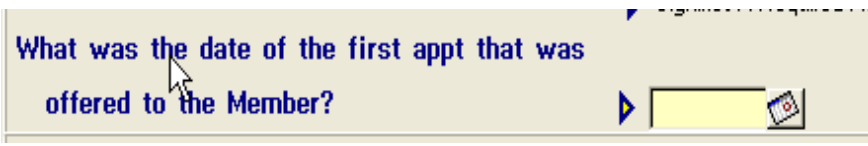
ENHANCEMENTS TO THE ROUTINE/URGENT SUBFORM

Currently, all registration forms require users to enter the *First Phone or Walk-In Contact w/ Member or Parent/Guardian* (1) and the registration *Referral Type* (2). Based on the *Referral Type*, users then complete the corresponding routine/urgent or emergent subform.

1) 

2) 

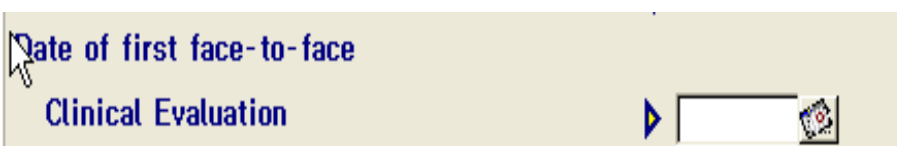
ROUTINE/URGENT SUBFORM

3) 

- Dates prior to the date entered in Step 1 (above) on the main custom form will not be allowed.
- Routine: If a date that is 15 or more calendar days from the date entered in *First Phone or Walk In Contact* (Step 1), the following pop-up message will display: "Attention ECC providers: Date of First Offered Appt is beyond the standard of 14 calendar days from first phone or walk in contact". **note: this pop up message is a warning only, as dates outside of the ECC time frame will be allowed*
- Urgent: If a date that is 3 or more calendar days from the date entered in *First Phone or Walk In Contact* (Step 1), the following pop-up message will display: "Attention ECC providers: Date of First Offered Appt is beyond the standard of 2 calendar days from first phone or walk in contact" **note: this pop up message is a warning only, as dates outside of the ECC time frame will be allowed*

4) 

- Dates prior to the date entered in Step 3 (above) will not be allowed.

5) 

- Dates prior to the date entered in Step 4 (above) will not be allowed.

ENHANCEMENTS TO THE EMERGENT SUBFORM

Currently, all registration forms require users to enter the *First Phone or Walk-In Contact w/ Member or Parent/Guardian* (1) and the registration *Referral Type* (2). Based on the *Referral Type* chosen, users then complete the corresponding routine/urgent or emergent subform.

1) **First Phone or Walk-In Contact w/Member
or Parent/Guardian:** 

2) **Referral Type** 


EMERGENT SUBFORM


3) **Date Presented at Clinic** 

- Dates prior to the date entered in Step 1 (above) on the main custom form will not be allowed.

4) **Date of Clin Evaluation** 

- Dates prior to the date entered in Step 3 (above) will not be allowed.
- If a date that is 1 or more calendar days from the date entered in *Date Presented at Clinic* (Step 3), the following pop-up message will display: "Date of Clinical Evaluation is beyond the standard for Emergent which is same day as date member presents at clinic & within 2 hours" **note: this pop up message is a warning only, as dates outside of the ECC time frame will be allowed*

5) **Time Presented at Clinic** 
 (use Military Time only)

Time of Clin Evaluation 
 (use Military Time only)

- If *Time of Clinical Evaluation* is more than 2 hrs. from *Time Presented at Clinic* and the date Presented at Clinic and Date of Clinical Evaluation are the same date: the following pop-up message will display: "Attention ECC Providers: Time of Clinical Eval is beyond the standard of 2 hrs from time presented at clinic". **note: this pop up message is a warning only, as dates outside of the ECC time frame will be allowed*

- If *Time of Clinical Evaluation* is more than 2 hrs. from *Time Presented at Clinic* >2hrs and Date of Clinical Eval is **NOT** same date as Date Presented at Clinic, there will be no pop-up message as the pop-up message in Step 4 above has already alerted the ECC that the dates entered are beyond the standard.