
PROVIDER ALERT

Alert#: PA 2010-15
Issued: August 2010
TO: CT BHP Child/Adolescent Congregate Care Providers
SUBJECT: Billing procedures for Payment of One-to-One Care

As previously announced we are in the final stages of developing a One to One Care Service for Child/Adolescent Congregate Care providers. DCF has directed ValueOptions, the Administrative Service Organization (ASO) vendor for the CT Behavioral Health Partnership (CT BHP) to provide authorization and concurrent review/approval for all one-to one coverage effective August 16, 2010, consistent with a recent legislative mandate. The following describes the billing procedures for this program:

Billing procedures:

Service provider billing for one-to-one staffing shall be made in writing using the [DCF 2258](#), "Billing Invoice: One-to-One Staffing." This billing invoice shall be accompanied by a copy of the authorization form generated by CT BHP at the time of approval for care. If more than one authorization was issued, all relevant Authorization letters are to be submitted with the invoice. Invoices and supporting authorization documentation is to be submitted to:

DCF Child Welfare Accounting
505 Hudson St
Hartford, CT 06106

Providers are asked not to submit invoices until the entire episode of approved one-to-one care has ended (not in the middle of an authorization period). In the unusual event that the one-to-one authorization extends beyond a month, invoices may be submitted monthly

DCF Fiscal Services shall process the invoice, and payment decisions will be documented on the [DCF-2258](#). The number of hours billed must comport with the number of hours authorized by CT BHP. No payment will be made for One-to-one care that has not been authorized by the CT Behavioral Health Partnership. Any disputed billings shall be returned to the provider with specific reasons and, if appropriate, indicating what corrective steps needed to be taken for payment authorization to occur.

Service provider payment disputes shall be made in writing to the Chief Fiscal Officer or designee, who shall determine the merit of the dispute and either deny the dispute and inform the provider, or approve payment. Either decision shall be communicated to the service provider by the Department and to CWA staff through in an internal memo. For additional payment information, Providers may call DCF's Child Welfare Accounting at (860) 550-6655

Process for Management of One-to-One Care authorized by DCF Area Offices prior to August 16th:

Providers with open DCF Area Office approvals for One-to-One care will need to obtain authorization for continued One-to-One care beyond August 26th. All DCF Area Office approvals for One-to-One care will **expire** on August 26th. Any child approved for One- to-One care beyond August 26th (ten days past initiation of new Partnership process) will require authorization from the Partnership for continued care and the Provider will need to call the Partnership by August 26th to request authorization. *Payment will not be made for services rendered after August 26th without authorization from the Partnership.*

For further questions, please contact our Provider Relations department at: 1-877-552-8247.

Sincerely,
Provider Relations
Connecticut Behavioral Health Partnership