

PROVIDER ALERT

Alert#: **PA-2011 - 16**
Issued: **June 2011**
To: **CT BHP Enhanced Care Clinic Providers**
Subject: **CT BHP Web Registration Enhancements - REMINDER**

Dear Provider,

This bulletin is being sent to remind ECC providers about the enhancements to the web registration form for outpatient services under the Connecticut Behavioral Health Partnership (CT BHP). In November 2010, CT BHP transitioned from the AIS/Absolute system application for utilization management to a new and improved platform with enhanced efficiencies for both the provider and ASO staff. This transition impacted all web registered services and web based forms related to Outpatient Treatment and Registration. In addition, the questions that allow CT BHP to distinguish clients that are new to your practice/agency from clients that may be stepping down from a higher level of care within your agency were modified. Screen shots of the updated fields are provided on page 2 of this alert. The fields, effective November 2010 are as follows:

Outpatient Registration Custom Form – Page 1

- 1) IS THIS A NEW REGISTRATION FOR A CLIENT ALREADY IN OUTPATIENT TREATMENT WITHIN YOUR AGENCY/PRACTICE? (Yes, No, or NA)

NOTE TO ECC PROVIDERS: *This field has been updated. This field now is inquiring if this registration is for a client ALREADY IN outpatient treatment with your facility.*

- If a client has recently become HUSKY eligible but has already been previously receiving services through your agency/practice, ECC users should select “YES,” thus removing this registration from being measured against the ECC access standards.
- If the client is HUSKY eligible and is a new admission to your facility, ECC users should select “NO”

2) IS MEMBER STEPPING DOWN TO OUTPATIENT FROM A HIGHER LEVEL OF CARE WITHIN YOUR AGENCY/PRACTICE? (Yes, No, or NA)

NOTE TO ECC PROVIDERS: *This field is inquiring if a member is stepping down from a higher level of care within your agency/practice.*

- If a member is stepping down from a higher level of care within your agency/practice, ECC users should select “YES,” thus removing this registration from being measured against the ECC access standards.

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

Outpatient Service Registration Form (Page 1) - Effective November 15th, 2010

All fields marked with an asterisk () are required.*

Type of Service
MENTAL HEALTH

*Type of Re
INITIAL/I

Member's Guardian

*Is this a new registration for a client already in outpatient treatment within your agency/practice?
 Yes No

*Is member stepping down to outpatient from a higher level of care within your agency/practice?
 Yes No N/A

*Referral Source
Who encouraged this member to obtain services?
SELECT...

*First phone or walk-in contact with member or parent/guardian

*Fir
SE

“YES” = the registration will not be measured against the ECC access standard(s) in the quarterly 18E OTP access report. The registration will be “filtered” out of the ECC access data in the 18E report *except for* the Total Evaluations (Total Volume) value.

If you have any questions, please refer to the *ProviderConnect Registered Services User Manual* on www.ctbhp.com or contact the CT BHP Call Center at 1-877-552-8247.

Provider Relations Department
Connecticut Behavioral Health Partnership