

## PROVIDER ALERT

Alert#: **PA-2012 - 02**  
Issued: **January 24, 2012**  
To: **Providers Who Provide Case Management Services for Members under 21**  
Subject: **Transition to Web Registration for Case Management Services for Members under 21**

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Dear Provider,

Effective January 30, 2012, the Connecticut Behavioral Health Partnership (CT BHP) will implement a web registration process for Case Management services **for members under 21 years of age**.

<p>This change will not affect Targeted Case Management Services offered through DHMAS or Case Management for Adults over 21 years of age.</p>
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### **Process Change**

Effective for dates of service on or after January 30, 2012, providers eligible to provide Case Management services will now register those services using the CT BHP on-line web registration system, ProviderConnect. The registration form for Case Management services will only require providers to indicate a primary Axis I diagnosis code. This transition will streamline the authorization process and ease the administrative burden by not requiring telephonic reviews. ProviderConnect screen shots of Case Management registration have been included with this transmittal.

Additionally, Case Management registration must be completed within 21 days of the initiation of services. Successful registration will result in an authorization number and the issuance of an online authorization letter with authorized units and dates. The first concurrent review will also be completed via ProviderConnect.

Authorizations for Case Management services obtained prior to January 30, 2012, will still be valid and will require **telephonic review** with a CT BHP Clinical Care Manager for continued care until discharge. Web registration for Case Management authorizations will be effective for those clients requiring authorization on or after January 30, 2012. Please note: all clients are required to have an active outpatient authorization in order to be eligible for Case Management services.

### **Parameter Changes**

Current authorization parameters for Case Management services for members under 21 years of age are up to 12 units = 3hrs before authorization is required. Effective January 30, 2012, the authorization parameters for Case Management services for those under 21 will be an Initial Authorization of 20 units = 5 hrs for a 6 month period. The first web concurrent registration will also result in 20 units = 5 hrs for a 6 month period. There will be no concurrent reviews after the initial authorization and first web concurrent review.

Please contact the Provider Relations staff at the CT BHP ASO by calling 1-877-552-8247 with any questions concerning this transmittal.

We thank you for your participation and look forward to working with you.

Provider Relations  
CT Behavioral Health Partnership

## Case Management Registration – ProviderConnect

- 1) Once a user logs into ProviderConnect, and follows the Enter an Authorization Request procedures (search specific client, choose practice location at which services are being rendered), they will reach the Requested Services Header Screen (below).
  - a. Enter the Requested Start Date
  - b. Level of Service = Outpatient
  - c. Type of Service = Mental Health or Substance Abuse
  - d. Level of Care = Case Management for your specific Provider Type (Community Mental Health Center, Federally Qualified Health Center, Individual Clinic, Office – Individual Practitioners/Group Practices)

- 2) Click Next
- 3) Update the Axis I diagnosis code (*this field will be pre-populated with 799.9 – Deferred Diagnosis Code*)

- 4) Click Submit
- 5) Authorization will auto approve.