

PROVIDER ALERT

Alert#: **PA 2012-07**

Issued: **July 24, 2012**

To: **CT BHP Residential and Group Home Providers**

Subject: **Procedural Changes to Review Process**

Dear Provider,

We wish to alert you to some staffing/procedural changes that will go into effect on August 1, 2012 related to your interactions with the ValueOptions Residential Care Team.

To allow for greater DCF Regional responsibility over the matching, placement and clinical oversight of youth in congregate care, staff in the DCF area offices will be assuming more responsibility related to the placement/treatment process. The staff members of the VO Residential Care Team (RCT) are shifting duties and will be spending significantly more time in DCF area offices as opposed to remaining in Rocky Hill at the CT BHP Service Center site. As a result, while **the CANS referral/review and approval process will remain the same**, you can expect much less daily contact with the RCT Care Managers related to review of monthly progress reports (MTPPRs), calls to the facilities and on site visits.

Responsibility for child specific matching to appropriate facilities has begun to shift to Area Office staff and will become a permanent process effective August 1st. As a result it becomes even more important for you to maintain accurate and up to date bed tracking information as this data feeds the vacancy reports. It is the vacancy report that is reviewed by the area office whenever they need to match a child. If the report is inaccurate, there will be no way to assure that your beds stay filled.

MTPPRs must be submitted in a timely fashion as they will be pulled and printed by Area Office staff for review on a monthly basis. Administrative denial will continue to be issued for Residential MTPPRs that are submitted past their 30 day review. VO RCT staff have frequently assisted providers by reminding them when an MTPPR is due or approaching a due date. This courtesy can no longer be extended given the reduced RCT staffing at VO.

Of note, **authorization for One-to-One care will not be impacted** by these changes. Providers will still be expected to call into VO to seek authorization for this service.

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

Sincerely,
Provider Relations
Connecticut Behavioral Health Partnership