

PROVIDER NOTICE

Notice #: PN 2014-05
Issued: June 13, 2014
To: CT BHP Inpatient Psychiatric Providers
Re: Changes to the Inpatient Registration Process and Bypass Programs

Dear Provider,

In 2008 and 2010, the CT BHP implemented Bypass programs for Child/Adolescent and Adult Inpatient facilities in order to reduce the administrative burden for providers who evidenced efficient and consistent Average Lengths of Stay (ALOS). This was achieved by authorizing care for longer periods of time, thus decreasing the number of concurrent reviews required for a stay. Bypass providers were also afforded the opportunity to submit inpatient concurrent reviews through the online authorization system, ProviderConnect, further reducing their administrative burden.

In May 2014, Inpatient facilities were notified about changes to the Bypass program's standards. The decisions to include or exclude Providers from the Inpatient Bypass Programs were made from an annual assessment of calendar year 2013 data.

Effective July 1, 2014, the following modifications are being made to alleviate administrative burden and to streamline the authorization process for all Hospital Providers.

Bypass Providers:

- Adult/Child Inpatient Pre-Certifications will be completed by the receiving facility online via ProviderConnect and pended for clinical review.
- Adult/Child Inpatient Concurrent Reviews will be completed online via ProviderConnect and pended for clinical review.

Non Bypass Providers:

- Adult/Child Inpatient Pre-Certifications will be completed telephonically with CT BHP clinical staff.
- Adult/Child Inpatient Concurrent Reviews will be completed online via ProviderConnect and pended for clinical review.

Attached to this Provider Notice you will find upcoming trainings on the ProviderConnect system via webinar throughout the months of June and July.

We thank you for your participation in the CT BHP network and we look forward to working with you in the coming months to continue to enhance collaboration within the behavioral health delivery system.

If you have any questions, please feel free to contact the CT BHP Call Center at 1-877-552-8247.
Provider Relations Department

Connecticut Behavioral Health Partnership



CT BHP Inpatient Registration Webinars

ValueOptions will be hosting a series of trainings for CT BHP Inpatient Providers that will offer an introduction to the CT BHP online authorization application, ProviderConnect. Each training will provide a step-by-step tutorial on how to use ProviderConnect to obtain Initial and Concurrent Inpatient Registrations.

Each 90-minute session will be divided into three 30-minute sections:

Section 1: ProviderConnect Basics *(All Providers)*

- Obtaining an ID and password
- Logging into the system
- Navigating through the basic functions of ProviderConnect

Section 2: Inpatient Concurrent Review Process *(All Providers)*

- Completing an online Inpatient Concurrent Review Request
- Saving and opening a Request as Draft
- Locating an Authorization Letter
- Completing a Discharge

Section 3: Inpatient Initial Review Process *(Bypass Providers only)*

- Completing an online Inpatient Initial Review Request

Webinar Schedule

Please click on a date below to register for that webinar

[Tuesday June 17, 2014 at 3:00pm](#)

[Thursday June 19, 2014 at 9:00am](#)

[Tuesday, June 24, 2014 at 3:00pm](#)

[Thursday, June 26, 2014 at 9:00am](#)

[Tuesday July 1, 2014 at 3:00pm](#)

[Thursday, July 3, 2014 at 9:00am](#)

If you have any questions, please feel free to contact the CT BHP Provider Relations Department at 1-877-552-8247. You can also email us at CTBHP@ValueOptions.com or fax us at 1-855-750-9862.