

PROVIDER NOTICE

Notice #: PN 2014-07

Issued: December 12, 2014

To: Providers of Intensive Outpatient, Extended Day Treatment, Home Based Services (MST, MDFT, FFT), Outpatient, Psych Testing, Methadone Maintenance, Ambulatory Detoxification, and all other levels of care *except IICAPS and Home Health*

Subject: Updated Registered Services, Re-Registration and Retrospective Eligibility Review Templates

Dear Provider,

The CT Behavioral Health Partnership (CT BHP) issued a Provider Alert (PA 2014-12) in November of 2014 that announced a system upgrade to allow providers the choice of utilizing DSM-IV or DSM-5 diagnoses in the VaueOptions' Connect applications. The CT BHP has made updates to the Outpatient Registration, Re-Registration, and the Retroactive Eligibility Templates and providers will be asked to immediately begin using the updated forms for these requests. The updated templates now include the following fields:

Axis I and II are now:

Behavioral Diagnoses (Primary is required)

*Diagnosis Code: _____ Description _____

*Diagnostic Category: _____

Diagnosis Code: _____ Description _____

Diagnostic Category: _____

Axis III is now:

Primary Medical Diagnoses (Primary is required or indicate "None" or "Unknown")

*Diagnosis Code: _____ Description _____

*Diagnostic Category: _____

Diagnosis Code: _____ Description _____

Diagnostic Category: _____

Axis IV is now:

Social Elements Impacting Diagnoses (Required - Check all that apply)

- None Educational problems Financial problems Housing problems (Not Homelessness)
- Occupational problems Other psychosocial and environmental problems _____
- Problems with access to health care services Homelessness
- Problems related to interaction with legal system / crime Problems with primary support group
- Problems related to social environment Unknown

Axis V is now:

Functional Assessment (Optional)

CDC- HRQOL CGAS FAST GAF OMFAQ SF12 SF36 WHO DAS

OTHER _____ ASSESSMENT SCORE _____

NOTE: Upon receipt of this notice, please **discard all previous copies of your Registration, Re-Registration, and Retroactive eligibility review templates** and begin utilizing the updated forms. All required fields need to be completed on the enclosed form going forward. Forms received with blank required fields will be returned to the provider.

The updated templates, including psychological testing, concurrent review forms, discharge forms, home health templates and inpatient templates will be available on the CT BHP website For Providers homepage: <http://www.ctbhp.com/providers.htm>.

Note: We have also included the original Provider Alert language (below) that outlined the retroactive eligibility process as well as the instructions on how to view the eligibility determination date.

From Provider Alert (PA 2011-22):

EFFECTIVE OCTOBER 1ST 2011, for Intensive Outpatient, Extended Day Treatment, Home Based Services (MST, MDFT, FFT), Outpatient , Psych Testing, Methadone Maintenance, Ambulatory Detoxification services, and all other levels of care *except IICAPS and Home Health (see below)*

- 1) Providers **must first verify through the DSS automated eligibility system** (www.ctdssmap.com) that the member has been made retroactively eligible:
- 2) Providers will then verify the eligibility “change date” in the ProviderConnect system (www.ctbhp.com). Instructions attached.
- 3) Provider will submit an *abbreviated* retrospective review form** to the CT BHP within thirty (30) days of the Eligibility determination date (date the members eligibility date was determined*).
- 4) CT BHP will review the request and verify that member’s eligibility has been retroactively granted.
- 5) CT BHP will create an authorization and authorization letter and will submit the authorization to HP.

If you have any questions or concerns, please don’t hesitate to contact the CT BHP Call Center at 1-877-552-8247.

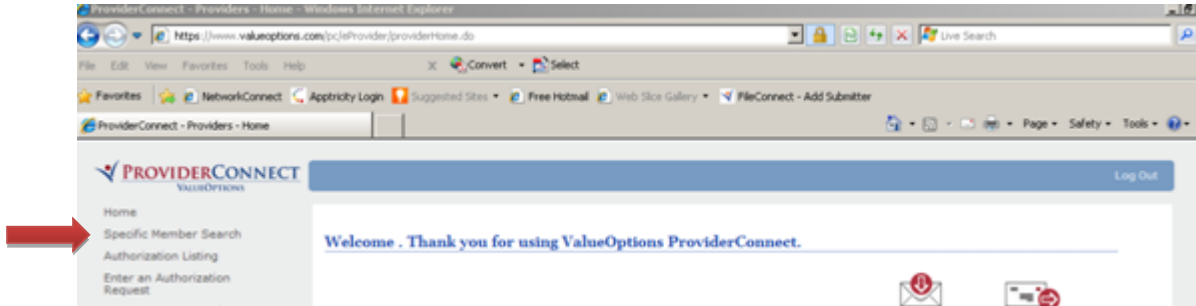
Provider Relations
CT Behavioral Health Partnership

Encl: Attachment: “Instructions for how to view the eligibility determination date”

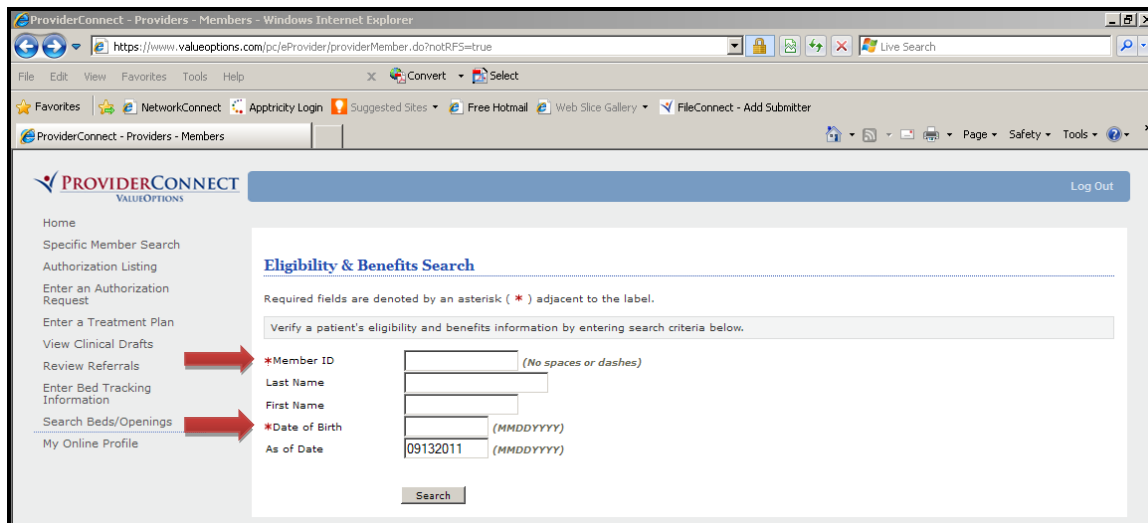
CT BHP Retrospective Eligibility Viewing Eligibility Determination Date

To View Eligibility Determination Date:

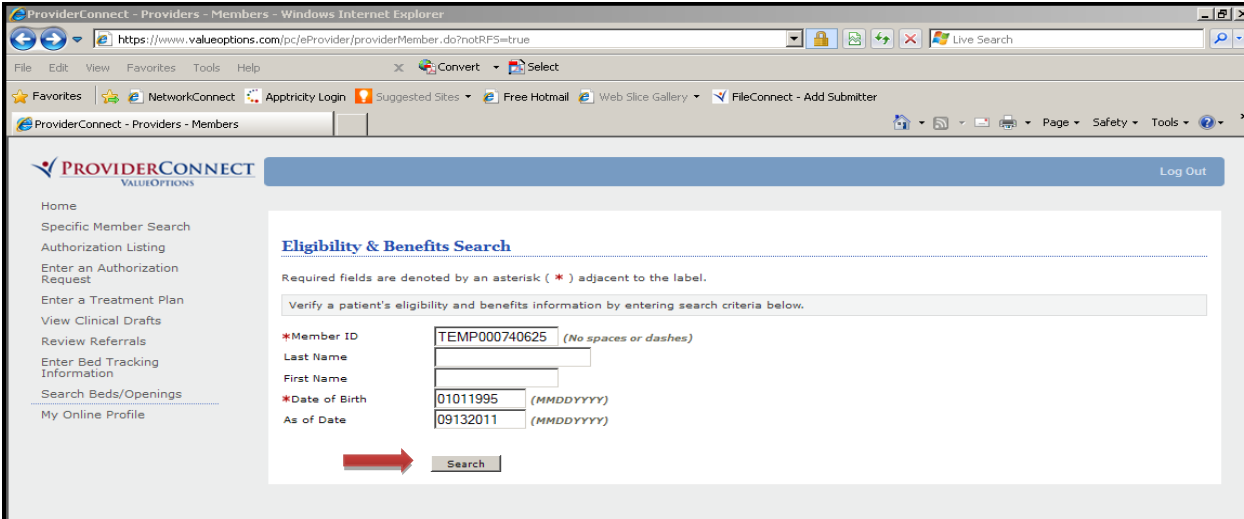
- 1) Enter ProviderConnect Home Page and click on “Specific Member Search.”



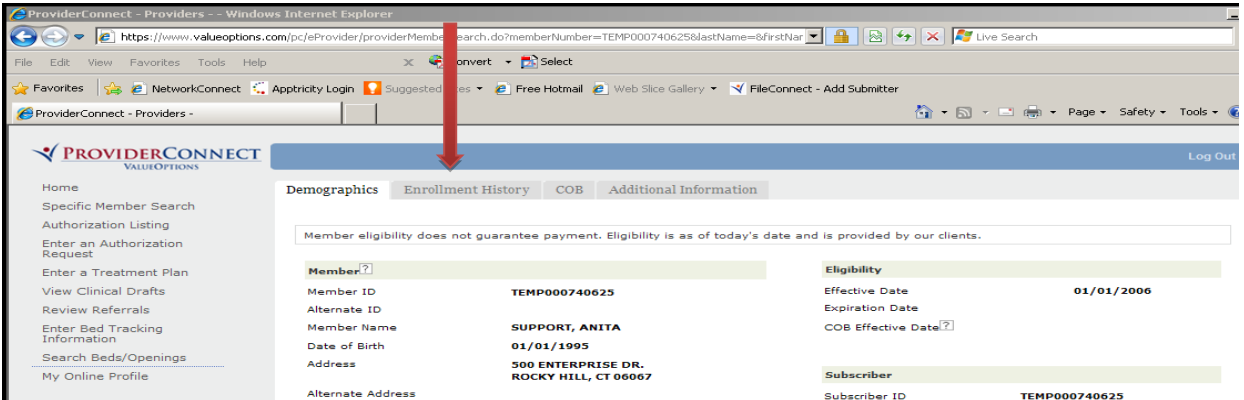
- 2) Enter Member ID and DOB.



3) Click "Search."



4) The Demographics screen will appear. Click the "Enrollment History" tab.



5) View Eligibility Determination Date and Effective Date of member's retro eligibility

The screenshot shows the ProviderConnect website interface. The browser address bar displays the URL: https://www.valueoptions.com/pc/eProvider/memberEligEnrollHistory.do. The page title is "ProviderConnect - Providers". The main content area includes a navigation menu on the left and a central section for "Member Detail".

Member eligibility does not guarantee payment. Eligibility is as of [redacted] ents.

| Subscriber ID | Member ID | Member Name | Group # | Group Name | Account # | Effective Date | Expiration Date | Date Changed |
|---------------|---------------|----------------|---------|--------------------------------|-----------|----------------|-----------------|--------------|
| TEMP000740625 | TEMP000740625 | SUPPORT, ANITA | BHK001 | CT BEHAVIORAL HEALTH PARTNERSH | BHK001 | 01/01/2006 | | 11/23/2010 |

Buttons: View Member Auths, Enter Auth Request

Callout 1: This is the Effective Date of Member's Retro Eligibility (pointing to the Effective Date field: 01/01/2006)

Callout 2: This is the Eligibility Date Changed. Submit abbreviated retro review form or medical record to CTBHP, as applicable, within 30 days of this date (pointing to the Date Changed field: 11/23/2010)