

PROVIDER ALERT

Alert#: **PA-2015-03**

Issued: **March 17, 2015**

To: **All CT BHP Inpatient Psychiatric, Inpatient Detox, Partial Hospitalization, Residential Rehabilitation, 23-Hour Observation Beds, and Adult Group Home Providers**

Subject: **Updates to CT BHP Higher Levels of Care Authorization Screens and Higher Levels of Care Transition to Web Registration**

Dear Provider,

The CT BHP is pleased to announce that, effective March 28, 2015, the authorization process for higher levels of care (HLOC), including Inpatient, Partial Hospitalization, Residential Rehabilitation, 23-hour Observation Beds, and Adult Group Homes, is being revised and abridged.

The modifications are being made to alleviate administrative burden and to streamline the authorization process by reducing the number of fields and amount of information required for the authorization of care.

Also, for dates of service on or after March 28th, 2015, the telephonic authorization process will transition to web based registration. Providers providing the above levels of care (*excluding Adult Group Homes*) will be able to register these services using the CT BHP on-line web registration system, ProviderConnect.

For providers who obtain authorizations online through the ProviderConnect application, you will see changes to the application screens. To ensure that this system upgrade is user friendly, ValueOptions demonstrated the shortened application screens to a diverse group of users and asked for feedback. The response to these changes was overwhelmingly positive.

While these changes should reduce administrative burden on providers, these changes will not alter the authorization parameters or Level of Care Guidelines that are currently being implemented.

ValueOptions is committed to helping ProviderConnect system users successfully navigate through this transition:

1. Along with this Provider Alert you will find an invitation to register and attend our webinar training to show ProviderConnect users how to navigate the new application screens.

2. With the transition from telephonic to web-based registration requests, staff members that have been performing telephonic reviews may now require on-line ProviderConnect id's and passwords. Our online services account request form is available on the CT BHP website for any new users that will need access to the ProviderConnect system.
http://www.ctbhp.com/providers/forms/Account_Request_Form.pdf
3. Several resources will be made available to users, including updated authorization templates, user manual, training video, and webinars. Many of these resources are still in development and will be posted to the CT BHP website (www.CTBHP.com) as soon as possible.

IMPORTANT: Any registration in “saved draft” status in the ProviderConnect application must be completed or submitted by March 27th, 2015 or it will not be accessible after the release. Information in a saved draft will need to be re-entered if not submitted before March 28th, 2015.

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