

PROVIDER ALERT

Alert#: **PA-2015-04**

Issued: **March 17, 2015**

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

Subject: **Updates to CT BHP MTPPR Process**

Dear Provider,

The CT BHP is pleased to announce that, effective March 28, 2015, the initial & concurrent authorization process for Residential and Group Home providers is being revised and abridged. This change will impact providers completing the initial telephonic review as well as the concurrent Monthly Treatment Planning and Progress Reports (MTPPR) in ProviderConnect, but will not impact the Child and Adolescent Needs and Strengths (CANS) form in ClientConnect.

These modifications are being made to alleviate administrative burden for the intake staff and to streamline the authorization process by reducing the number of fields and the amount of information required for the initial telephonic authorization of care. For providers who complete concurrent MTPPRs 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.

For Residential and Group Home providers completing initial intake telephonic reviews, you will notice a reduction in the number of questions required by the CT BHP. 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 providers successfully navigate through this transition:

1. Along with this Provider Alert, you will find an invitation to register and attend our webinar training. The webinar will introduce the updated ProviderConnect screens and detail the required questions for authorization of services so all providers will benefit regardless of whether they obtain authorizations telephonically or online.
2. 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

IMPORTANT: Any registration in “saved draft” status in the ProviderConnect system must be completed and 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.

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.

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