

PROVIDER ALERT

Alert#: **PA-2015-07**

Issued: **September 21, 2015**

To: **All CT BHP Providers**

Subject: **CT BHP Website Redesign (www.CTBHP.com)**

Dear Provider,

We are excited to announce that the CT BHP website (www.CTBHP.com) has been redesigned. The new and improved website features a fully responsive layout that will now work on all screen sizes. This will help providers and members conveniently access the information on our website through their computer, laptop, tablet, or smart phone. **The new website will be launched on the afternoon of Friday, September 25th, 2015.**

These changes will only impact the look of the website. The overall organization, link structure, and content on the website will remain the same.

Please reference the attached document to view images and instructions for the new website design.

Please Note: This change does not impact provider enrollment or claims procedures. Providers should still utilize the separate CMAP website at www.ctdssmap.com for eligibility verification, provider enrollment and for claims.

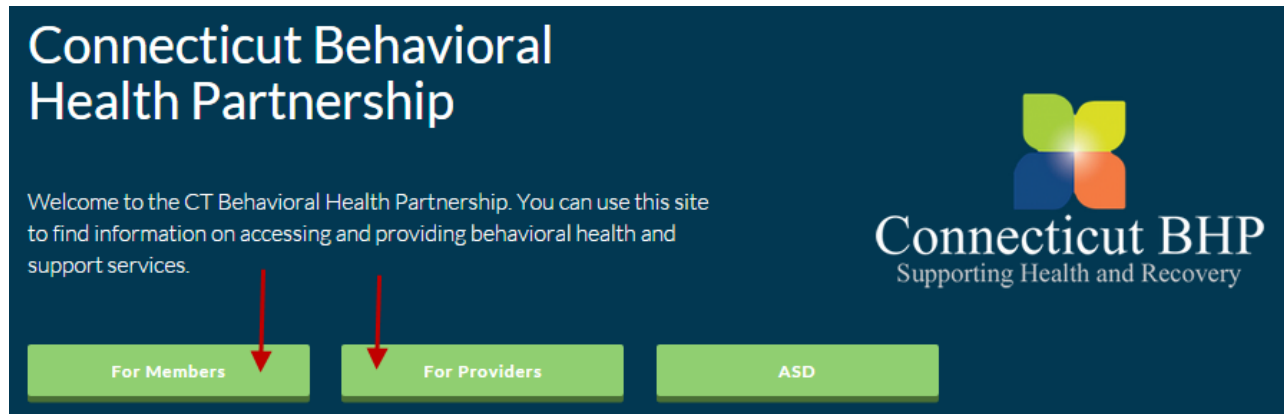
We thank you for your participation. If you have any questions, please feel free to contact the Provider Relations Department at 1(877)552-8247.

Provider Relations Department
Connecticut Behavioral Health Partnership

Website Walkthrough:

Section I: The Homepage

1. Visit the CT BHP homepage at www.CTBHP.com.
2. On the top of the homepage, users can still select if they would like to access information for members or providers by clicking the appropriate button.



3. Below this, you can find important website resources under the **In the Spotlight** heading.

In the Spotlight

- [Logisticare](#) – Non-Emergency Medical Transportation Services.
- [Online Provider Directory](#) – Locate a provider in your area.
- [Achieve Solutions](#) – An internet library of behavioral health information for providers, members and families.
- [ClientConnect](#) – For DCF/Probation/Parole Users

4. Finally, you can stay up to date with all CT BHP developments with the **News & Events** section.

News & Events

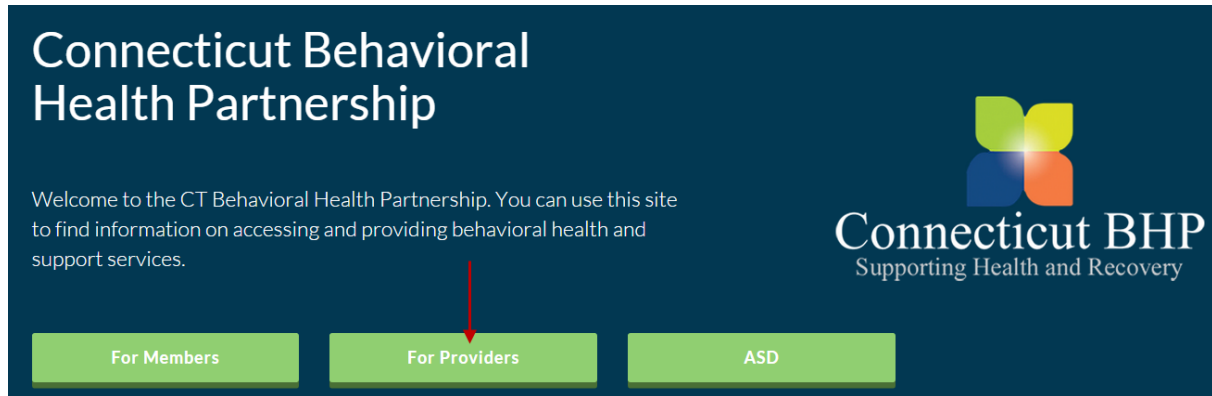
- [iCAN Conference Sponsorship Application](#)
- [iCAN Conference Sponsorship Video](#)
- [Billing Clients for Missed Appointments](#)
- [Dual Eligible Frequently Asked Questions](#) Get answers to some of our most frequently asked questions about behavioral health dual coverage (Medicaid and Medicare).

Connecticut BHP
Supporting Health and Recovery
CT BHP News & Events

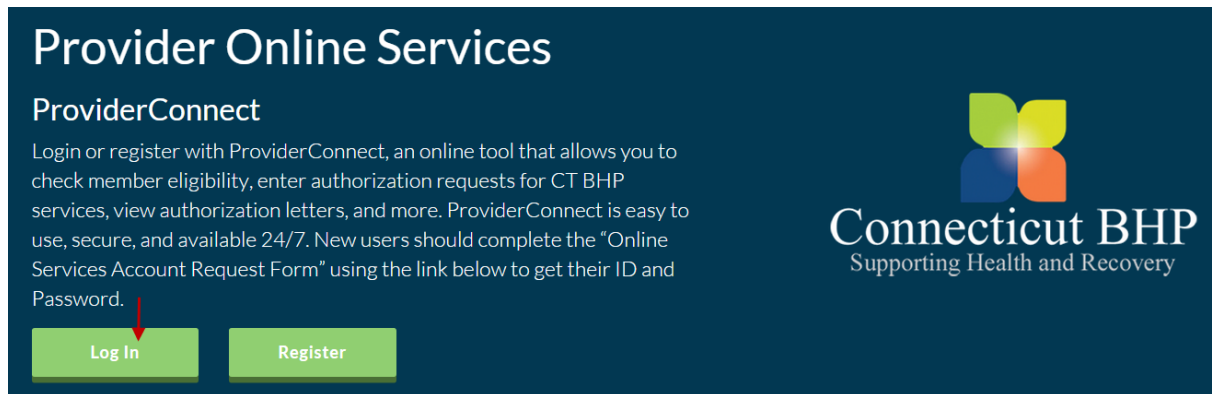
CT BHP Helps Members Live Their Lives to the Fullest Potential

Section II: For Providers

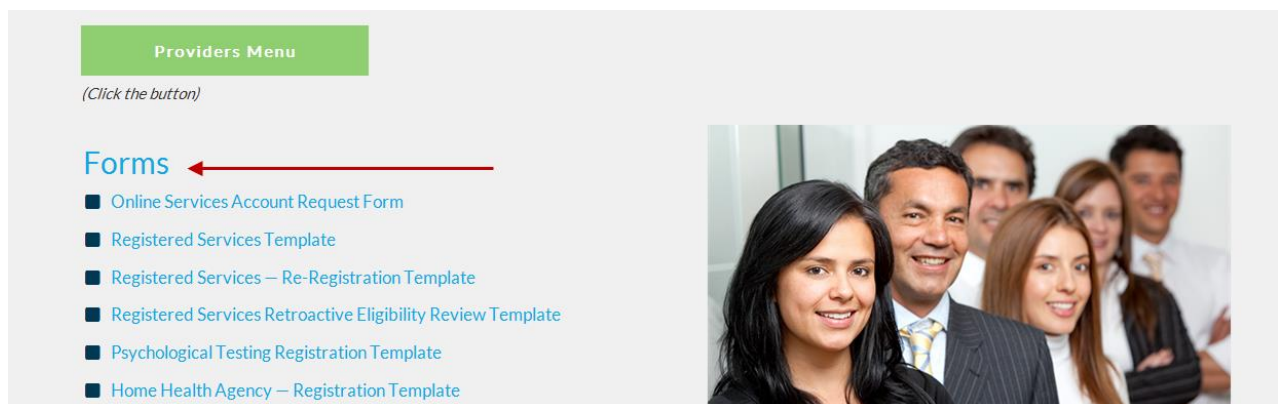
1. Access the Providers page by clicking on the **For Providers** button at the top of the homepage (www.ctbhp.com).



2. On the top of the Provider Online Services page, ProviderConnect users can log into ProviderConnect by clicking **Log In**. New ProviderConnect users should complete the *Online Services Account Request Form* in the Forms section below.

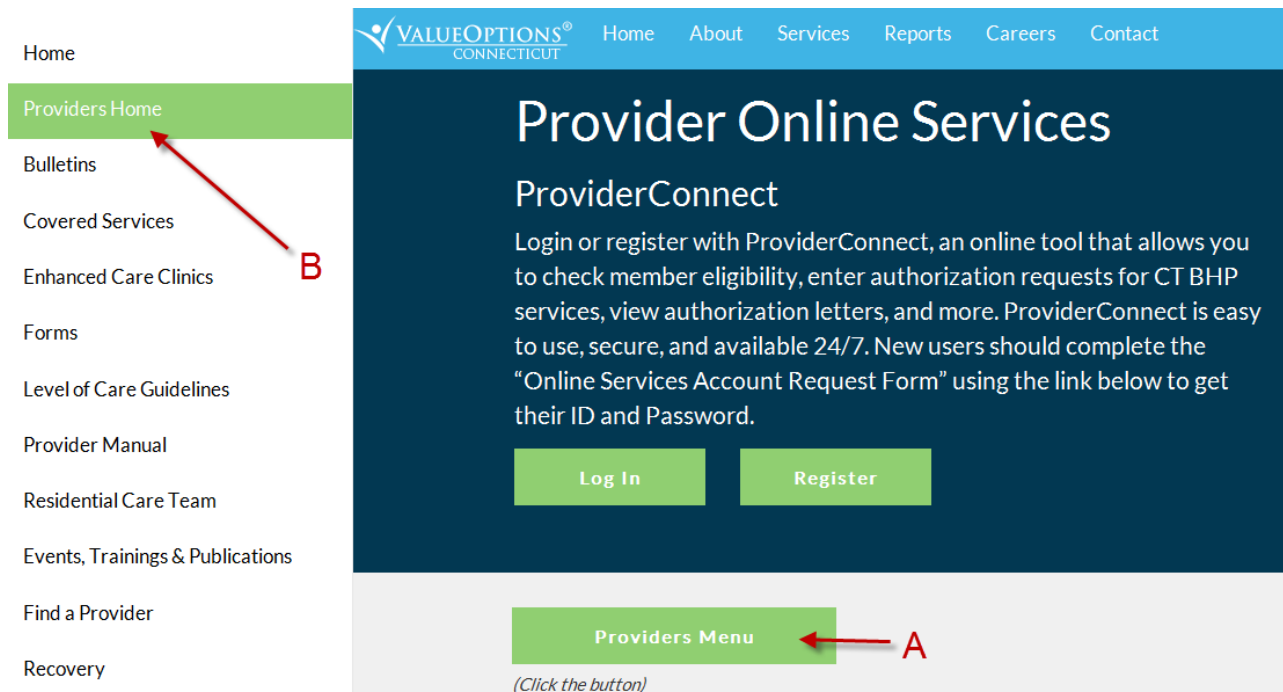


3. Below this, Providers can access other training resources including templates, user manuals, and training videos by scrolling down the page.



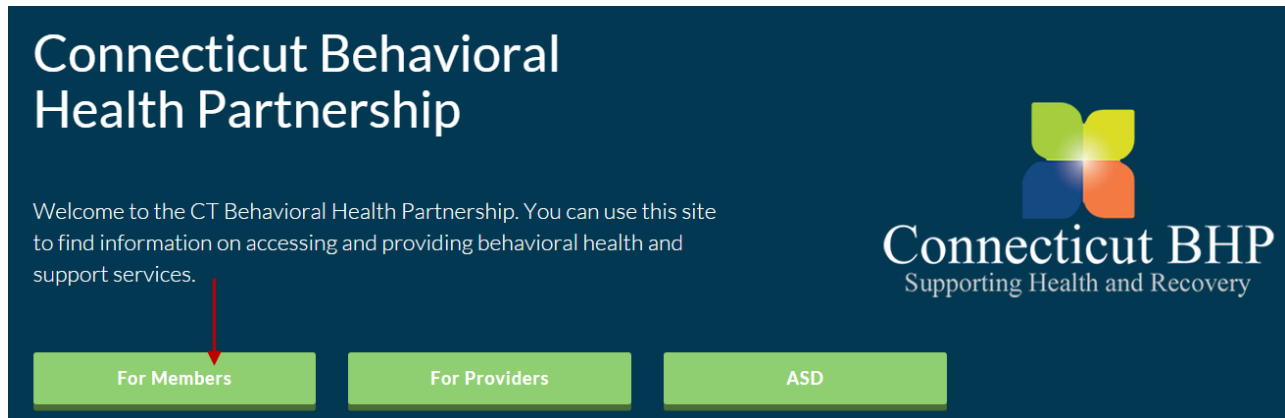
4. Providers can access the following resources by clicking on the **Providers Menu** button toward the top of the page (A), then selecting the appropriate link on the left menu (B):

- **Home** – brings users to the homepage
- **Providers Home** – brings users to the Provider Online Services page
- **Bulletins** – lists all Provider Alerts, Bulletins, and Notices
- **Covered Services** – details covered services for each type of provider
- **Enhanced Care Clinics** – ECC listing and map
- **Forms** – lists forms for Clinical, Provider Relations, and ECC's
- **Level of Care Guidelines** – Level of Care Guidelines for child, adult and home health
- **Provider Manual** – lets users download and read the Provider Manual
- **Residential Care Team** – provides resources for Residential Care providers
- **Events, Trainings, & Publications** – shows training opportunities and newsletters
- **Find a Provider** – brings users to the ReferralConnect system to find providers online
- **Recovery** – lists events, information, publications, and websites for recovery resources



Section III: For Members

1. Access the Members page by clicking on the **For Members** button at the top of the homepage (www.ctbhp.com).



2. Members can access the following resources by clicking on the **Members Menu** button toward the top of the page (A), then selecting the appropriate link on the left menu (B):

- **Home** – brings users to the homepage
- **Members Home** – brings users to the Member Online Services page
- **Achieve Solutions** – our award winning library of Provider and Member resources
- **Enhanced Care Clinics** – ECC listing and map
- **Events & Trainings** – listing of Member meetings and trainings
- **Find a Provider** – brings users to the ReferralConnect system to find providers online
- **Member Information** – Member handbooks, brochures, forms, and notices
- **Recovery & Wellness** – Events, trainings, wellness subcontracts, supports, publications, and websites focused on Member wellness and recovery

