

## Welcome to the CT Medicaid Network

Welcome to the CT Medicaid Network! You are receiving this packet due to successfully completing enrollment through Hewlett Packard Enterprise Services (HP\_ES). This packet will guide you through the basics of checking member eligibility, obtaining authorization, and submitting claims for reimbursement. We look forward to helping you provide the highest quality of care to our members.



## Who We Are

The CT BHP is a partnership that consists of the Department of Children and Families (DCF), the Department of Social Services (DSS), the Department of Mental Health and Addiction Services (DMHAS), Beacon Health Options, a legislatively mandated Oversight Council, and Hewlett Packard Enterprise Services (HPES). Since 2006, CT BHP has provided oversight of behavioral health services throughout the state. Currently, we serve approximately 600,000 children, adults and their families.

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## The Next Steps

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### Hewlett Packard Enterprise Systems (HP\_ES)

**www.ctdssmap.com**  
**(800) 842-8440**

- Reenrollment
- Address changes or updates
- Member eligibility
- Claims or billing questions
- Fee schedules and rates

### Beacon Health Options

**www.ctbhp.com**  
**(877) 552-8247**

- Authorization/Registration of services
- Address changes or updates
- If you are no longer accepting referrals
- Member supports or services

## Member Eligibility

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Prior to beginning a course of treatment, and at the time of each session, it is important that the provider verify the member's eligibility. Providers cannot be reimbursed for services provided to a person who is not eligible at the time the services are rendered. Eligibility can be checked two different ways:

1. Log into your online account with HP on [www.ctdssmap.com](http://www.ctdssmap.com) to verify electronically.

**or**

2. Call HP AEVS (Automated Eligibility Verification System) @ 1(800)-842-8440.

Please note, **effective January 1, 2012**, services provided by PhD/PsyD & licensed masters level independent practitioners (**LCSW, LMFT, LPC, LADC, and CADC**) are reimbursable for all ages of **HUSKY A, HUSKY B, HUSKY C** and **HUSKY D**.



## Registration to Obtain Authorizations

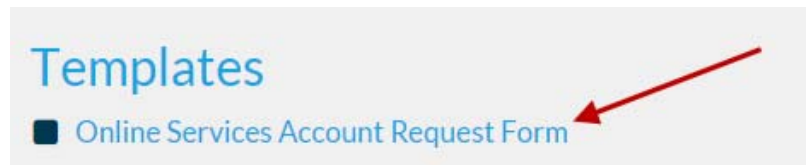
The CT BHP offers a web-enabled application, ProviderConnect, for registering/authorizing services such as (i.e. Outpatient, Intensive Outpatient, Psychological Testing, Home-Based services, Home Health, etc.).

To access ProviderConnect:

1. Visit [www.CTBHP.com](http://www.CTBHP.com), then click on the “For Providers” button.

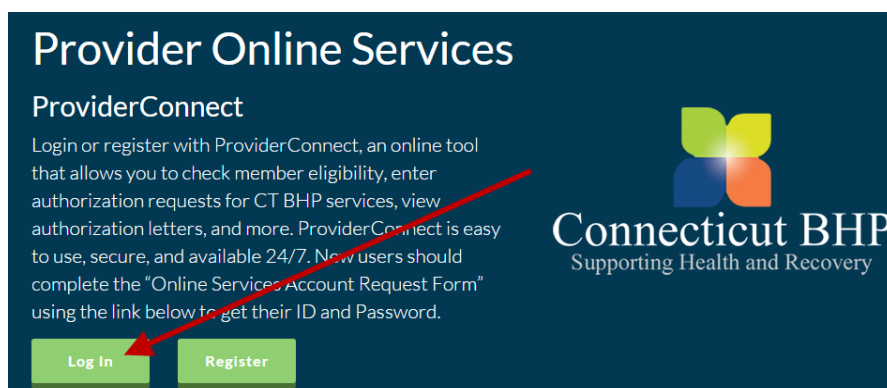


3. Before obtaining authorization you will first need a username and password. Please fill out and return the “Online Services Account Request Form” to CT BHP before attempting to log in. You can access this form under the Templates header on the Provider homepage. **A username and password will be emailed to you.**



\* Please note that the online account request form is the quickest and most convenient way to obtain your user/id and password. Choosing the “register” button on the Provider homepage may delay your request and access to the system.

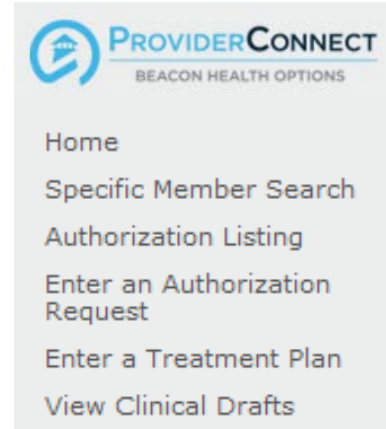
4. Once a username and password have been emailed to you, you are able to log in by clicking the “Log In” button on the Provider homepage.



## Obtaining Authorization cont.

5. Once logged into ProviderConnect, the menu (located on the left side of the home screen) can be used to:

- Search for members →
- Search for authorization letters →
- Enter initial/concurrent authorizations →
- View and open any clinical drafts, which are saved for 30 days →



Please contact the **CT BHP Provider Relations department** at **877-552-8247 prompts 1,3 then 7**, with any questions or in the event any errors are received. Authorizations can be entered up to 21 days after the first date of service. For a full list of covered services please visit: [www.ctbhp.com/providers/prv\\_covrdsrvcs.htm](http://www.ctbhp.com/providers/prv_covrdsrvcs.htm)

## Claim Reimbursement

All behavioral health service claims for Husky A, B, C & D are administered by HP Enterprise Services. For information on submitting electronic claims to **HPES** go online to:

**[www.ctdssmap.com](http://www.ctdssmap.com)**

Or call **HP Provider Assistance Center** at:

1(800) 842-8440

For additional information on supports for Medicaid providers such as obtaining passwords to HP systems, claim submissions and claim payment, please access the Connecticut Medical Assistance Program website at [www.ctdssmap.com](http://www.ctdssmap.com).

**\*Beacon Health Options does not pay claims, please contact HP directly at 1-800-842-8440 with any questions relating to claims.**

All information pertaining to reimbursement rates for services will be accessible through the HP Enterprise Services website at [www.CTDSSMAP.com](http://www.CTDSSMAP.com). Once on this website, click on 'Provider' on the main menu and then click on 'Provider Fee Schedule Download.' Then choose the schedule you wish to view.