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**EVENTS**

**2009 Provider Workshops/ Trainings**

**Tuesday, August 10th**  
Authorization & Billing for Individual Practitioners

**Tuesday, Sept. 14th**  
Recovery Coach Academy Overview— Presented by CCAR (CT Community for Addiction Recovery)

**Tuesday, Oct. 12th**  
CT BHP Web Registration/ Re-Registration

All workshops will be held at the CT BHP A.S.O. office located at:  
500 Enterprise Dr.  
Ste 4D  
Rocky Hill, CT 06067

A complete schedule & RSVP form is available on the CT BHP website : [www.ctbhp.com](http://www.ctbhp.com)

# Partnership in Print

## Connecting Providers through ProviderConnect

As part of our continued efforts to bring the latest technological innovations to the CT Behavioral Health Partnership (CT BHP) network, ValueOptions CT, the Administrative Service Organization (ASO) for the CT BHP will be releasing a new application called ProviderConnect this Fall.

In November 2010, ValueOptions CT will transition from the current Absolute/AIS web registration software to ProviderCon-

nect, an enhanced web based application in which providers will sign in through a secure website to complete everyday service requests/registrations.



This system will allow users to access information 24 hours per day/seven days per week.

PC and MAC Users will be able to use ProviderConnect to:

- Register services
- Obtain information on member eligibility and benefit status
- Search authorizations and print authorization letters
- Complete CANS, Residential Bed Tracking and MTPPR forms
- View and print correspondence

*(cont. on pg 2)*

## CT BHP Peers Achieve Credentialing

The CT Behavioral Health Partnership celebrates the credentialing of their Peer and Family Peer Specialists' staff as CT Recovery Support Specialists (RSS). CT BHP Peers and Family Peer Specialists recently completed a course of instruction through Recovery University, an advanced training and certification program

managed by Advocacy Unlimited and funded by the CT Department of Mental Health and Addiction Services. On January 15, 2010, the CT BHP was notified that all of the CT BHP Peer and Family Peer Specialist attendees passed the certification exam and became certified as CT Recovery Support Specialists.

Since 2006, CT BHP Peer and Family Peer Specialists have assisted CT HUSKY and most recently Charter Oak Health Plan members and their families with navigating the behavioral healthcare system. Peer and Family Peer Specialists have assisted HUSKY & Charter Oak members with:

*(cont. on pg 2)*

## Achieve Credentialing (cont. from pg 1)

- Obtaining provider referrals
- Locating appropriate community resources and support groups
- Completing applications for assistance programs, and
- Providing information about members' rights and responsibilities

Peer and Family Peer Specialists bring lived experiences combined with substantial training and clinical support from the CT BHP to the members they serve. The work history of the Peer and Family Peer staff, as well as the comprehensive training they receive at VO CT, qualified the CT BHP Peer and Family Peer Specialists for Advoca-

cacy Unlimited's Refresher Course; a brief and intensive curriculum designed as a final wrap-up to the 10 week course already in progress.

Advocacy Unlimited's Executive

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***“ Peer and Family Peer Specialists bring lived experiences combined with substantial training and clinical support from the CT BHP.”***

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Director, Dr. Karen Kangas; Director of Grants and Training, Linda Lentini, Community Advocacy Educator and Jennifer Bucci, provided a stimulating and empathetic learning environment.

The Recovery University curriculum included: effective, empa-

thetic communication skills, empowerment via legal and individual rights, recovery planning and documentation, cultural awareness and structuring a system of support which includes family, community and providers.

Six hours of continued training must be accomplished annually for credentialing as a Recovery Support Specialist to remain active. ValueOptions CT Certified Recovery Support Specialists include: Brenda Wilcox, Curtis Willey, Diana Kenney, Diane Ritchie, Heather Brown, Lucy Marinuzzi, Troy Williams and Zephia Hunter.

For more information regarding Recovery University, please visit Advocacy Unlimited's website: [www.mindlink.org](http://www.mindlink.org) ■

## Provider Connect (cont. from pg 1)

Beginning in October, ValueOptions will host a series of statewide provider forums and additional targeted training sessions at the CT BHP Service Center in Rocky Hill to train providers, DCF Area Office, Probation and Parole staff on the Provider-Connect application.

These trainings will focus on understanding the basic naviga-

tional system flow, logging in and registering services, verifying member eligibility/benefit status, viewing/printing functions for authorization letters as well as completing CANS Registration/Assessment forms, Residential Bed Tracking and Monthly Treatment Planning and Progress Reports for DCF involved members.

Providers and state staff mem-

bers will be notified of all trainings and the transition plan from AIS/Absolute to Provider Connect through upcoming Provider Alerts, emails, mailings and web based training videos.

If you have any questions, feel free to contact the CT BHP Provider Relations Department at 1-877-552-8247. ■

## NAMI Walks 2010

The NAMIWalks for the Mind of America is an annual nationwide mental health awareness program to fund the National Alliance on Mental Illness' education, support and advocacy programs.

ValueOptions CT has actively participated in the CT NAMIWalks since 2006. This year on Saturday, May 15th, in Bushnell Park in Harford, our walking team grew to over 100 walkers including family, friends and even their dogs under the moniker "CT BHP Cares." The CT BHP Team was the largest walking team at this year's event.

ValueOptions CT served as the Business Chair for this year's walk as well as continuing it's role as a major sponsor, raising over \$3,000 in donations.

Every year, there are nearly 80 NAMIWalks held nationwide in order to improve awareness of mental illness and the severity of issues associated with it,

assist with educating the community and raise money to continue to support NAMI affiliates and community members in need. To find out more about how to get involved with your local NAMI chapter, visit the NAMI website: [www.nami.org](http://www.nami.org) click on the *Find Your Local NAMI link*. ■



CT BHP NAMIWALKS TEAM

## Find a Provider, On-line!

CT BHP's On-line Provider Directory offers help in finding participating behavioral health providers in the CT BHP network. The directory can narrow your search to select providers with a specific expertise, service, or program. The directory is updated regularly to provide the most up to date information on the CT BHP provider network. The online directory can be accessed on the CT BHP website: [www.ctbhp.com](http://www.ctbhp.com) by clicking on the link under *Recent News* or by clicking *Find A Provider* on the Provider or Member homepages. If providers or members are unable to find a provider that matches their needs or you are looking for resources that cover specialized needs, contact the CT BHP directly by calling 1-877-552-8247 and speak with a Customer Service Representative.

## HUSKY B Cost Share Requirements

Effective July 1, 2010, all HUSKY B clients will be required to pay for a portion of care provided for all office-based outpatient behavioral health services. Providers may not charge HUSKY B clients more than the Dept. of Social Service's standard fee for the same procedure.

A listing of the HUSKY B Cost-share requirements are posted on the CT Behavioral Health Partnership Web site at: [www.ctbhp.com](http://www.ctbhp.com). Click on **For Providers**, then **Covered Services/Fees** on the left hand navigational menu, then click on the **HUSKY B Client Cost-Share** hyperlink.

CT BHP providers who require assistance with the HUSKY B cost-sharing requirements should contact the CT BHP at 1-877-552-8247.

*Please note, all other applicable CT BHP policies, regulations, prior authorization requirements and contact information remain unchanged.* ■



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Rocky Hill, CT 06067

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## CT BEHAVIORAL PARTNERSHIP - PROVIDER NEWSLETTER



### YOU'VE GOT MAIL!

The Provider Relations Department of The CT Behavioral Health Partnership maintains a CT BHP Provider email distribution list for rapid notification of policy changes, procedures, Provider Alerts and EDS Provider Bulletins; as well as news, upcoming trainings and events. If you or a member of your staff is currently not a part of this distribution list, please email us at [ctbhp@valueoptions.com](mailto:ctbhp@valueoptions.com).



Website: [www.ctbhp.com](http://www.ctbhp.com)  
Phone: 1-877-552-8247 or 1-877-55 CTBHP

## Bulletin Rewind

We here at the CT BHP wanted to take the opportunity to keep providers abreast of recent communications, which include: alerts, bulletins and policy changes. With such a varied and robust network of providers, it is always a challenge to ensure that each provider is made aware of any and all updates.

*Bulletin Rewind* is a continuing feature of Partnership in Print and highlights recent provider alerts (PA) and bulletins (PB). Please note that all CT BHP Provider Bulletins and Alerts can also be found on the CT BHP and EDS websites.

#### **PB 10-14, 15, 18, 19 (April)**

Subject: ECC Child & Adult Co-Occurring Requirements for ECC Hospitals & Clinics.

#### **PB 10-22 (April)**

Subject: CT BHP Emergency Mobile Psychiatric Services (EMPS) Rate Increase

#### **CT BHP Provider Alert 2010-10 (May)**

Subject: CT BHP Outreach to Hospital Emergency Departments

#### **CT BHP Provider Alert 2010-12 (May)**

Subject: Monthly Treatment Plan Progress Report (MTPPR) System Enhancements

#### **CT BHP Provider Alert 2010-13 (June)**

Subject: Monthly Treatment Plan Progress Report (MTPPR) & PNMI Treatment Plan

#### **PB 10-30 (June)**

Subject: Charter Oak Health Plan Reporting Updates.

#### **PB 10-37,38 (June)**

Subject: National Health Reform - SAGA Program Becomes Medicaid for Low Income Adults

A full listing of all CT BHP Bulletins and Provider Alerts can be located on the CT BHP website: [www.ctbhp.com](http://www.ctbhp.com) & on EDS' website: [www.ctdssmap.com](http://www.ctdssmap.com)

