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**EVENTS**

**Provider  
Webinar Trainings**

- Monday, Jan 3<sup>rd</sup>**  
*Registered Services*  
2:00 – 4:00 PM
- Wednesday, Jan 5<sup>th</sup>**  
*Bed Tracking/MTPPR*  
10:00 – 12:00 PM
- Thursday, Jan 6<sup>th</sup>**  
*CANS Training*  
10:00 – 12:00 PM
- Monday, Jan 10<sup>th</sup>**  
*Bed Tracking/MTPPR*  
9:00 – 11:00 AM
- Wednesday, Jan 12<sup>th</sup>**  
*Registered Services*  
10:00 – 12:00 PM
- Thursday, Jan 13<sup>th</sup>**  
*Registered Services*  
4:00 – 6:00 PM
- Friday, Jan 14<sup>th</sup>**  
*CANS Training*  
10:00 – 12:00 PM

The above webinar training schedule & RSVP form is available on the CT BHP website : [www.ctbhp.com](http://www.ctbhp.com)

# Partnership in Print

## Partnering Through Technology

On November 15th, 2010 ValueOptionsCT implemented new utilization/data management systems for its provider network and state clients. CT BHP providers and DCF Area Office, Parole and Probation staff transitioned from the former AIS/Absolute system application for utilization management to ProviderConnect and ClientConnect, new and improved systems that now allow enhanced efficiencies for both the provider and ValueOptionsCT Administrative Service Organization (ASO) staff.

The ASO also transitioned to two new applica-

tions: ServiceConnect and CareConnect. These applications work in conjunction with the ProviderConnect and ClientConnect applications, allowing CT BHP staff members to easily track provider/member inquiries, generate authorizations for intermediate and higher levels of care as well as perform concurrent reviews.

ProviderConnect allows CT BHP Providers to sign in through a secure website and access information 24 hours per day/seven days per week. Users are able to obtain information on member eligibility, search their

authorization listings, view and print authorization letters and complete service request/registrations for all registered services including:

- Outpatient services
- Methadone Maintenance
- Ambulatory Detox
- Psychological Testing
- Home Based Services
- CARES registration

ProviderConnect also allows Residential and Group Home providers to view congregate care

*(cont. on pg 2)*

## CT BHP Helps to Manage One to One Care

One-to-One Care or "Specialing" is a service funded by the Department of Children and Families and is designed to assist children and adolescents in the care or custody of the Department who are experiencing a behavioral or emotional crisis.

One to one care or specialing is necessary when the crisis can not be addressed within existing staffing parameters of the residential, group home and congregate

care treatment settings.

In August, ValueOptions CT, ASO of the CT Behavioral Health Partnership (CT BHP), began managing one to one care services and providing authorization and concurrent review/approval for all one-to one coverage, consistent with a recent legislative mandate.

One to One care provides constant supervision for a youth by a staff member in order to assess immediate risk factors, lend support and

nurturance during a time of crisis or while in the Emergency Department awaiting an evaluation. One to one care allows for a period of additional support/supervision designed to prevent the need for a higher level of care and to keep the youth safe.

A Service Description of One to One Care has been posted to the CT BHP website on the Residential Care Team homepage under the Publications header. ■

## Connecting (cont. from pg 1)

referrals and bed matches, make weekly bed tracking census updates and submit Monthly Treatment Planning and Progress Reports (MTPPR).

The ClientConnect application allows DCF, Parole and Probation and Area Offices to submit and track Comprehensive Assessment of Needs and Strength (CANS) registrations and requests for congregate care.

Throughout October and November, ValueOptionsCT hosted a series of statewide provider forums to train users throughout the CT BHP network and hosted targeted training sessions for congregate care providers and DCF, Parole and Probation staff members.

Trainings focused on understanding the basic navigational system flows of the Connect systems, logging in and registering services,

verifying member eligibility/benefits, view/print functions for authorization letters, as well as completing

***In just four short weeks, the CT BHP Provider Relations Department trained over 225 state agency staff members, over 125 residential and group home users, and over 750 individual practitioners, group practices, clinics and hospitals.***

CANS Registration/Assessment forms, Residential and Inpatient Bed Tracking and Monthly Treatment Planning and Progress Reports for DCF involved members.

Providers expressed a positive response to the trainings. In just four short weeks, the CT BHP Pro-

vider Relations Department trained over 225 state agency staff members, over 125 residential and group home users, and over 750 individual practitioners, group practices, clinics and hospitals.

We here at ValueOptionsCT are always excited to bring the latest technological innovations to CT and trust that our collaborations with the provider community will ensure a positive transition.

Trainings will continue throughout 2010 and 2011 for the ProviderConnect and ClientConnect applications for new practitioners joining the Medicaid network and new staff members joining existing facilities/programs.

If you have any questions, please do not hesitate to contact the CT BHP Provider Relations Department at 877-552-8247. ■

## CT BHP and CCAR Walks

The 11th Annual CT Community for Addiction Recovery (CCAR) Recovery Walk took place at Bushnell Park in Hartford, CT on September, 25th, 2010. The CT Behavioral Health Partnership (CT BHP) has been proud to be a sponsor of this walk since 2007. Lucy Marinuzzi, CT BHP Peer Specialist and Team Captain led a CT BHP team of over 14 staff members under the moniker "Marching Partners." Other

participants included CT BHP family members, friends and a few family pets.



***CT BHP Peer Specialist, Curtis Wiley, performs on the CCAR main stage.***

money to support and promote recovery.

To find out more about how to get involved with CCAR, visit their website at: [www.ccar.us](http://www.ccar.us). For more information on the CT Behavioral Health Partnership and their Peer Specialist Department visit: [www.ctbhp.com](http://www.ctbhp.com). Once on the homepage, click the "For Members" link to access Member Information. ■

The CCAR Walk raises

## CT BHP Peer Specialist Sharing Hope



CT BHP Peer Specialist,  
Zelphia Hunter.

On September 26<sup>th</sup>, 2010, Zelphia Hunter, Peer Specialist with the CT Behavioral Health Partnership, facilitated the first *Sharing Hope* presentation at St. Martins Depores in New Haven, CT. The *Sharing Hope* initiative is a 60-minute structured presentation specifically tailored for African American congregations and developed by the National Alliance for Mental Illness (NAMI) Faithnet. The purpose of *Sharing Hope* is to:

- Educate African American congregations about mental illness signs, symptoms, treatment, and support.
- Address mental health stigma in the African American community by providing scientifically-based information on mental illness.
- Increase understanding and awareness of mental health recovery by sharing lived experiences of people with mental illness, family members, and faith leaders.
- Foster dialogue in African American congregations about mental illness and how they can provide a caring and supportive environment for people with these illnesses and their families, and

- Introduce NAMI education and support programs to African American congregations.

**One male participant stated he came to the presentation because he wanted to learn more about mental illness. His brother is living with mental illness and no one in the family really knows how to help him. He asked "Will my brother ever be able to enjoy life and be productive?"**

The initiative is presented by a team of three facilitators: a person with a history of mental illness, a person who has a loved one with mental illness and a faith leader experienced in dealing with mental illness. The committee overseeing this initiative consists of an educational consultant, a pastoral psychologist, a psychiatric nurse, a representative from the Stamford CT Health Department, and a nurse who has completed the NAMI Family to Family course. A companion educational booklet: *Family Guide to Mental Health: "What You Need to Know"* is also used and distributed to congregational participants.

This first event was attended by 12 participants and the one hour presentation turned into a three hour session because the participants were so engaged. The presenters shared their personal stories as well as three stories from the family guide that focused on schizophrenia, bipolar and depression. Partici-

pants shared concerns about the younger generation of mothers and the indigent populations in the community which do not have insurance. Zelphia Hunter and Janice Jones, a psychiatric nurse from the Community Mental Health Center provided an overview of the resources and supports available through the CT Behavioral Health Partnership Peer Support Department an overview of local and state programs for the indigent and information on local adult mobile psychiatric services.

One male participant stated he came to the presentation because he wanted to learn more about mental illness. His brother is living with mental illness and no one in the family really knows how to help him. He asked "Will my brother ever be able to enjoy life and be productive?" David, one of the *Sharing Hope* team members simply said, "Look at me!" and he began sharing his story of training and becoming a certified recovery coach specialist after 30 years of coping with mental illness, psychiatric institutions and correctional facilities. The initiative reinforced...there is always hope!

For more information about *Sharing Hope* visit [www.nami.org/sharinghope](http://www.nami.org/sharinghope) or send an email to NAMI at: [sharinghope@nami.org](mailto:sharinghope@nami.org). For more information on CT BHP programs that offer support to families or individuals living with mental health challenges or addiction visit the CT BHP website at [www.ctbhp.com](http://www.ctbhp.com) or contact the CT BHP toll free at 1-877-552-8247. ■

## 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.



**CONNECTICUT**  
Behavioral Health Partnership

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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).



**CONNECTICUT**  
Behavioral Health Partnership

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 10-59 (October)**

To: Free-standing MH Clinics and MCO's  
Subj: Group Therapy: Change in Maximum Group Size

**PB 10-58 (October)**

To: All Providers and MCO's  
Subj: Medicaid Low Income Adults (Medicaid LIA) – Recoupment of Charter Oak Claims and Repayment as Medicaid

**Provider Alert 2010-15 (Sept)**

To: Residential and Grp Home Providers  
Subj: Billing Procedures for One to One Care

**Provider Alert 2010-14 (Sept)**

To: Residential and Grp Home Providers  
Subj: Change in Procedures to Access One to One Care

**Provider Alert 2010-18 (Oct)**

To: IICAPS Providers  
Subj: IICAPS Outlier Management

**Provider Alert 2010-21 (Oct)**

To: Residential, Group Home Providers & DCF, Parole, Probation Staff  
Subj: Residential Matching Process Re-structure

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)

