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Protecting Member PHI in Your Emails

The work of the CT BHP and our provider community is extremely important. We all partner to support people who need our help. Throughout this process we get to know a lot about our members and their personal information. Protected Health Information (PHI) includes private details about our members' identifying contact information, the types of services they may receive and how they pay for those services. The Health Insurance Portability and Accountability Act (HIPAA) requires that the CT BHP and all providers safeguard their members' PHI. When sending emails that contain PHI, it is necessary that your email is encrypted properly. The following describes how you can send an encrypted email to the CT BHP even if you don't have an encrypted email account.

Start by sending an email (which does NOT contain PHI) to ValueOptions. ValueOptions utilizes an email encryption system called ZixSelect. Your email should ask the staff member to send you an encrypted email. Open the encrypted message and click the "Open Message" button. On the next page, sign into your Zix email account or create a new account if this is your first time. Once you are logged into Zix mail, reply to the email you were sent. When you send your email back to the CT BHP, the email will automatically be encrypted for you. ■

CT BHP Partners with CCAR and NAMI on New Initiatives

ValueOptions has entered into their second year of sub-contract agreements with two local non-profit agencies, the National Alliance on Mental Illness (NAMI) (www.namict.org) and the CT Community for Addiction Recovery (CCAR) (www.ccar.us). Each organization will be expanding on their previous work and launching new initiatives that support recovery and wellness.

CCAR continues to offer trainings on addiction recovery to providers, Enhanced Care Clinics and community groups, while implementing two new programs. First, CCAR will be coordinating a YouTube Channel featuring a film series called "A Recovery Minute." These 1 minute videos will feature members describing their personal story of overcoming addiction and moving towards recovery. Keep an eye out for the videos on our YouTube channel at www.YouTube.com/users/ARecoveryMinute. Also, CCAR will be using Twitter to send out two daily affirmations to support and empower people in recovery. You can follow CCAR on Twitter at www.Twitter.com/CCARaffirmation.

NAMI continues to expand their Family to Family program, which strives to lessen the burden of stigma/discrimination experienced by family members and provide tools and strategies to support a family member with mental illness. NAMI will also expand its reach to veterans through their Veterans Initiative. NAMI will be providing free 12-week educational courses to family members of veterans to help them care for themselves and their loved ones. The veterans initiative seeks to increase family and peer-run support groups throughout the state. ■



Achieve Solutions

Achieve Solutions is an award winning, online library of information about behavioral health care. This site offers behavioral health information in a convenient, confidential manner with interactive tools and other resources to help individuals and family members resolve personal concerns. The site features materials in both English and Spanish.

Achieve Solutions includes more than 3,000 feature articles across more than 200 topics and partners with experts to develop articles, quizzes and trainings. Our partners include Harvard University, McLean Hospital, the University of Kansas School of Medicine, Boston College Center for Work & Family and Harris, Rothenberg International. Content is reviewed and refreshed on a regular basis. A link to Achieve Solutions can be found on the CT BHP website: www.ctbhp.com.

Providers have found the Achieve Solutions online library to be a valuable source of material to share with their members and families. All online transactions are completed in a secure manner. Members and families can also access the web site themselves. ■

ProviderConnect Webinar Training Series

Are you new to the Medicaid Network? Do you or someone at your office need training on how to obtain online authorizations through the CT Behavioral Health Partnership's (CT BHP) ProviderConnect system? The CT BHP has developed a new bi-weekly webinar training program to help you get all the answers you need.

The first hour of each 90 minute webinar will help you understand how to:

- Obtain a Login ID
- Navigate through the basic functions on the ProviderConnect homepage
- Complete an Outpatient Registration
- Save and Open Authorization Requests as Drafts
- Locate and Review Authorization Letters
- Complete a Discharge

In the last half hour of each session, there will be an open Question and Answer period.

Click one of the links below to register for one of our webinar trainings.

All trainings are held from 12:00 - 1:30pm. Space is limited.

[Thursday October 25, 2012](#)

[Thursday November 8, 2012](#)

[Thursday December 6, 2012](#)

[Thursday December 20, 2012](#)

Accessing ProviderConnect for Authorizations

Behavioral health authorizations for lower levels of care are obtained online using the ProviderConnect system. In order for a provider or staff member to get access to the ProviderConnect system, they need to get a unique ID and password created for them. Prior to obtaining an ID and password, providers must complete an Online Services Account Request Form. Forms can be downloaded or printed from the 'For Providers' homepage of the CT BHP website (www.ctbhp.com). Completed forms can be emailed or faxed to the CT BHP Provider Relations department. New login credentials cannot be created until the Provider Relations Department has received a completed form. User ID requests will be completed at our local office in Rocky Hill, CT to help expedite this process. If you do not receive your email with your login credentials within 48 hours, please contact the Provider Relations Department.

If you have any questions feel free to contact the CT BHP Provider Relations Department by calling 1-877-552-8247 or emailing us at ctbhp@valueoptions.com. ■



Provider Spotlight - submitted by New England Home Care, Inc

New England Home Care, Inc., (NEHC), has provided Connecticut State licensed, Medicare and Medicaid certified skilled and supportive person centered home health care, since 1984. NEHC, a Joint Commission Accredited Home Care agency, provides a wide range of geriatric, medical-surgical, orthopedic, behavioral health and pediatric services. With one of the largest most complete service areas in Connecticut, NEHC provides care to 94 towns in 7 of the 8 Connecticut counties. Referrals are accepted 24 hours a day, 7 days a week. Home care nurses and physical therapists are available to make a home care visit the same day or within 24 hours of hospital discharge or referral.



NEHC provides services to many people living with behavioral health needs. NEHC's Recovery@Homesm Program engages qualified and experienced behavioral health nurses working in collaboration with treatment teams, families and the clients. A major focus is to assist the person to establish self goals and begin the course of change from dependence to interdependence and participation. Communication with the family and treatment team is of high priority and begins the same day as the initial assessment.

In its medical division, NEHC specializes in servicing those who are dually diagnosed or otherwise have chronic co-morbid conditions. NEHC's Healthy@Homesm program highlights safe and effective care transitions with a focus on avoidable hospitalizations within a 30 day discharge period. At key points in the health care episode, members of our clinical team reinforce communication, education and planning to prevent unneeded emergency or acute care services. Improving client and family experience is a focus of the NEHC clinical team.

Information about NEHC is available at, www.newenglandhomecare.com or by calling NEHC Referral Services at 1-800-950-1004. ■

CCAR Recovery Walk

The 13th Annual CT Community for Addiction Recovery (CCAR) Recovery Walk took place at Bushnell Park on September, 15th, 2012. The CCAR Walk raises money to support and promote recovery to CT's members. The CT BHP has been a proud sponsor of this walk since 2007. The CT BHP team had 19 walkers and donated \$3,203.



To learn more about getting involved with CCAR, visit their website at: www.ccar.us. For more information on the CT Behavioral Health Partnership and their Peer Specialist Department visit: www.ctbhp.com. Once on the homepage, click the "For Members" link to access Member Information. ■

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 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. *NOTE: Providers can update their profile by contacting the Provider Relations Department at the number above or via the Provider Relations email: ctbhp@valueoptions.com.* ■



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Rocky Hill, CT 06067

TO: _____

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 HP 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.



Website: www.ctbhp.com
Phone: 1-877-552-8247 or 1-877-55 CTBHP

Bulletin Rewind

The CT BHP wants 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 and notices. You may view each document by clicking on the appropriate header. All other Alerts and Notices can also be found on the CT BHP website at www.ctbhp.com.

Provider Alert 2012-08 (August)

To: Residential and Group Home Providers
Subj: CT BHP Residential Care Team Transition

Provider Alert 2012-07 (July)

To: Residential and Group Home Providers
Subj: Procedural Changes to Review Process

Provider Alert 2012-06 (July)

To: CT BHP Home Health Providers
Subj: CT BHP Modifications to Home Health Authorization Parameters

Provider Notice 2012-07 (June)

To: All CT BHP Providers
Subj: CT BHP ProviderConnect Release and Reminder: Saved Drafts & Back Button

Provider Alert 2012-04 (June)

To: CT BHP Inpatient Psychiatric Providers
Subj: Changes to Review Process for CT BHP Bypass Programs

Provider Notice 2012-06 (May)

To: CT BHP Detoxification Providers
Subj: Detox Facilities and use of Release of Information on Admission

A full listing of all CT BHP Bulletins and Provider Alerts can be located on the CT BHP website: www.ctbhp.com

