

Frequently Asked Questions by Members

Q. What is the Connecticut Behavioral Health Partnership (CT BHP)?

A: The CT BHP is a new program between the Department of Social Services (DSS) and the Department of Children and Families (DCF).

The CT BHP will cover the mental health and substance abuse services for children and families who are in the HUSKY A or HUSKY B program. Other children with special behavioral health needs may be eligible to get some services.

Q. What are the goals of the CT BHP?

A: The main goal of the CT BHP is to help children and families receive community based mental health and substance abuse services. The CT BHP aims to improve member results.

Other goals are to look for ways to better manage state resources and to get more federal dollars for mental health and substance abuse services.

Q. What is the effective date of the CT BHP?

A. The CT BHP will begin services January 1, 2006.

Q. How will the program be overseen?

A. DSS and DCF will work with Value Options. They will authorize and manage mental health and substance abuse needs for all HUSKY A and HUSKY B members and for some children served by DCF.

Q. How do I know if I am already a Medicaid Member?

A. You are all set if you are signed up with one of the four (4) Managed Care Organizations for health services. They are Community Health Network, Health Net, First Choice/Preferred One, and Anthem BlueCare Family Plan.

Still not sure, call the CT BHP Member Services Department at (877) 55-CT BHP or (877) 552-8247.

Q. How do I enroll in the CT BHP?

A. **Medicaid Members** – Members who are signed up with DSS in the HUSKY A (Medicaid) or HUSKY B (SCHIP) program do not need to do a thing at this time.

Non HUSKY children may be eligible if they have very special behavioral health needs.

If not DCF involved, you will need to apply for Voluntary Services.

If DCF involved, you do not need to apply for Voluntary Services. But, you do need to complete a short application.

Q. Will I get a new card?

A. Not necessarily. You will now use your gray card for your mental health and substance abuse services. It is also known as the "Connect Card."

HUSKY A members were issued this card prior by DSS.

HUSKY B members will be mailed this card soon.

Q. What if I lost my card?

A. You can give your client ID number to your provider.

Q. How can I get services for my child/children or me?

A. Call the CT BHP Member Services Department at (877) 55-CT BHP or (877) 552-8247. A Member Services Representative will help you. The office hours are Monday through Friday, from 9 a.m. to 7 p.m.

Your primary care physician (PCP), behavioral health provider, or family member can call the CT BHP for help with finding services.

Q. How can I speak with the CT BHP if I'm hearing impaired?

A. Call your Relay Operator who will call the CT BHP at (877) 552-8247.

Or call the CT BHP Member Services Department TDD line at (866) 218-0525. A representative will help you.

Q. What if I do not speak English well? Can I talk to someone who speaks my language?

A. Yes. Call the CT BHP. A Member Services Representative will connect you to a person who is able to speak your language.

Q. What if I am already getting mental health or substance abuse services?

A. If you already have approved mental health or substance abuse services, you do not have to do a thing. Keep going to your appointments. The CT BHP will work with your provider to make sure you get the care you need.

Q. What kinds of services can I get from the CT BHP?

A. If you or your child is on HUSKY A, HUSKY B, or has special behavioral health needs, the CT BHP can help get the care you or your child may need for mental health and/or substance abuse.

Services for Children:

- ↔ Routine Outpatient
- ↔ Medication Management
- ↔ Extended Day Program
- ↔ Intensive Outpatient Program
- ↔ Partial Hospital Program
- ↔ Crisis Stabilization Resources
- ↔ Home Based Services
- ↔ Home Health Agency Services
- ↔ Mobile Crisis
- ↔ Inpatient Hospitalization and Sub Acute Residential
- ↔ Peer and Family Peer Specialist Services

Services for Adults:

- ↔ Routine Outpatient
- ↔ Medication Management
- ↔ Intensive Outpatient Program
- ↔ Partial Hospital Program
- ↔ Home Health Agency Services
- ↔ Inpatient Hospital
- ↔ Peer and Family Peer Specialist Services

Q. How do I find a provider for mental health and substance abuse services prior to January 1, 2006?

A. Find a provider on our website at www.CTBHP.com.

Call the CT BHP Member Services Department at (877) 55-CT BHP or (877) 552-8247.

Hearing impaired, call the CT BHP Member Services Department's TDD line at (866) 218-0525. A representative will help you.

Q. Will I have to pay for my services?

A. You will not have to pay for any mental health or substance abuse services if you or your child is Medicaid eligible HUSKY A or HUSKY B.

Q. What if I get a bill?

A. If you get a bill, call Electronic Data Systems at (800) 842-8440.
Or call the CT BHP Member Services Department at (877) 552-8247.

Q. What if I get a bill for services that I had before January 1, 2006?

A. For Health Net call at (866) 440-6820
For Community Health Network call at (866) 529-6002
For BlueCare Family call at (800) 554-1707
For Preferred One call at (800) 435-5348

Q. How can I get a ride to appointments?

A. Call the Customer Service telephone number on the back of your health insurance card and a representative will help you.

Q. When will I be able to learn more about the CT BHP?

A. The CT BHP will share information with members through the mail, at public meetings, and on line. Check out our website at www.CTBHP.com.