



## ***Frequently Asked Questions by Members***

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

A: The CT BHP is a new program offered by the Department of Social Services (DSS), the Department of Children and Families (DCF), and Value Options Inc.

The CT BHP covers mental health and substance use services for children and families who are covered under the HUSKY A or HUSKY B program. Other children with special behavioral health needs may be eligible to get services too.

### **Q. What are the goals of the CT BHP?**

A: The main goal of the CT BHP is to help children and families get community based mental health and substance use 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 use services.

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

A. The CT BHP began services January 1, 2006.

### **Q. How is the program overseen?**

A. DSS and DCF work with Value Options. Value Options authorizes and manages mental health and substance use 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 HUSKY Medicaid Member?**

A. You are all set if you are signed up with one of the three (3) Managed Care Organizations for health services. The three Managed Care Organizations are Community Health Network of CT, Aetna Better Health, and AmeriChoice of CT.

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. **HUSKY 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. 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 can 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' 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 use services?**

A. If you are already in treatment with a participating provider of mental health or substance use services, you do not have to do a thing. Keep going to your appointments. The CT BHP can 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 use services prior to January 1, 2006?**

A. Find a provider on our website at [www.CTBHP.com](http://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. Do I have to pay for my services?**

A. You do not have to pay for any mental health or substance use services if you or your child is HUSKY A or HUSKY B Medicaid eligible, and if the provider offering you or your child is participating with the Medicaid provider network.

### **Q. What if I get a bill?**

A. If you get a bill, call the CT BHP Member Services Department at (877) 552-8247.

### **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 can help you.



**Q. How can I learn more about the CT BHP?**

A. The CT BHP shares information with members through the mail, at public meetings, and on line. You can also check out our website at [www.CTBHP.com](http://www.CTBHP.com).