

Frequently Asked Questions for Members

Q: What is the Connecticut Behavioral Health Partnership?

A: The Connecticut Behavioral Health Partnership (CT BHP) is a program between DSS, DCF, DMHAS, and BeaconHealthOptions, to improve mental health and substance use access needs for HUSKY Health members and for children served by DCF.

Q: What are the goals of the Connecticut Behavioral Health Partnership (CT BHP)?

A: The main goals of the CT BHP are to offer ways for the member to get better access to community-based mental health and substance use services and to improve member recovery and treatment outcomes.

Other goals are better ways to manage state resources and to obtain help from federal resources for mental health and substance use services.

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

A: January 1, 2006 for HUSKY A, HUSKY B, and some DCF involved youth, and April 1, 2011 for HUSKY C and HUSKY D members.

Q: How can I communicate with the CT BHP if I'm hearing impaired?

A: You can call your Relay Operator for assistance and the Relay Operator can call the CT BHP at: 877-552-8247 or call the BHP Member Services Department TDD/TTY line at: 866-218-0525. A representative will be able to help you!

Q: How will the program be overseen?

A: DSS, DCF, & DMHAS will continue to work with BeaconHealthOptions to authorize mental health and substance use services for all HUSKY Health and DCF involved youth members starting April 1, 2011. Mental health and substance use claims will be done by HP Enterprise.

Q: How do I enroll in the CT BHP?

A: Medicaid Members who are already signed up with DSS in the HUSKY Health program do not need to do anything at this time.

Q: How do I enroll in the CT BHP? (cont)

A: Children who are in the Voluntary Services Program or children and families who receive some services from DCF may still get some services from the CT BHP.

Non Medicaid Members- If you would like to sign up for benefits and coverage for mental health and substance use services through the CT BHP, please call or visit your local DSS office or call the HUSKY Health program at 1-877-CT-HUSKY (1-877-284-8759). If you are involved with DCF, please call your DCF social worker for help.

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

A: If you are already signed up with the HUSKY Health program, CHN CT or the PCCM program for Medical Services, you are all set!

Q: How can I get services for me, my child, or another household member?

A: Just call the CT BHP toll free number 877-552-8247 or 877-55-CTBHP. A Member Services Representative will help you get services. The regular office hours are Monday through Friday, from 9 a.m. to 7 p.m. You can also ask your primary care doctor (PCP), family member, or your behavioral health providers to call the CT BHP for help finding services for you and/or your family.

Q: What if I am already getting mental health services or drug and alcohol services?

A: If you are a HUSKY Health member 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 that you need. You may also call us at 877-552-8247 or 877-55-CTBHP so that we can confirm that your current provider is enrolled with CT BHP.

Q: How do I find out if my current provider is enrolled and covered?

A: Just call the CT BHP toll free number 877-552-8247 or 877-55-CTBHP. A Member Services Representative can look up your provider in our system to make sure he/she is participating, or help you find one who is! The regular office hours are Monday through Friday, from 9 a.m. to 7 p.m.

Q: What if I don't speak English well? Can I talk to someone who speaks my language?

A: YES! Just call and tell the Member Services Representative. The representative will then connect you to a person who can talk with you in your own language!

Q: What kind of services can I get from the CT BHP?

A: The CT BHP offers many services:

- Routine Outpatient
- Medication Management
- Drug & Alcohol Services
- Partial Hospitalization Program
- Extended Day Treatment
- Home Based Services
- Intensive Outpatient Program
- Inpatient Psychiatric Hospitalization
- Inpatient Detoxification
- Psychiatric Residential Treatment Facility
- Case Management
- Peer & Family Peer Specialist Services
- Home Health Services
- Psychological Testing
- Neuropsychological Testing
- Methadone Maintenance
- 23 Hour Observation Services
- Substance Use Detoxification

Please call us to inquire about the services that are covered under your benefit at 877-552-8247 or 877-55-CTBHP. A Member Services Representative will be happy to assist you!

Q: Will I have to pay for services?

A: HUSKY A, HUSKY C, HUSKY D members and some DCF involved children will not have to pay for services. HUSKY B members may have to pay deductibles for coverage and co-pays for most services. Please call a Member Services Representative for further information at 877-55-CTBHP or 877-552-8247.

Q: What if I get a bill for dates of service prior to April 1, 2011?

A: For HUSKY A, HUSKY B, and DCF involved children please call a Member Services Representative at 877-55-CTBHP or 877-552-8247. HUSKY C and HUSKY D members can call the Client Assistance Center at 866-409-8430 or 860-269-2031 (local Farmington, CT area).

Q: What if I am experiencing a life or death emergency?

A: If you feel that you have a life or death emergency that may result in harm to yourself or someone else, call 911, or go to the nearest emergency room.

Q: How do I find a provider for mental health and substance use services?

A: For HUSKY Health members, and some DCF involved children, you can find a provider on our website: www.ctbhp.com or feel free to call Member Services at 877-55-CTBHP or 877-552-8247.

Q: How can I get a ride to appointments?

A: HUSKY A, HUSKY C, and HUSKY D members can call Logisticare at 888-248-9895. HUSKY B members are not covered for transportation.

Q: What do I do if I don't agree with a decision about my treatment?

A: If you are not happy with a decision that has been made by the CT BHP about your treatment, you have the right to appeal! To file an appeal, call the CT BHP at 877-552-8247 or 877-55-CTBHP and someone can tell you what your rights are.

Q: Will I get a new card?

A: No. HUSKY Health members will use the grey card issued by DSS, known as the "Connect Card" for behavioral health services. If you need a new card contact your DSS worker. HUSKY B members will use the white card issued by HUSKY B for pharmacy and behavioral health services. HUSKY B can call 800-656-6684 or 877-772-8625 to get a new one.

Q: Who should I call if I move and want to continue to get the same services?

A: You can call the CT BHP at 877-552-8247 or 877-55-CTBHP and someone can help you!

Q: Who should I call if I go into the hospital and need help with my discharge planning?

A: You can call the CT BHP at 877-552-8247 or 877-55-CTBHP and someone can help you!

Q: What if I'm not happy with the services or treatment?

A: If you are not happy with the services or treatment you are receiving, you have the right to voice your complaint! You can file a complaint or grievance by calling the CT BHP at 877-552-8247 or 877-55-CTBHP.

or by writing to:

**The Connecticut Behavioral Health Partnership
Attn: Complaints and Grievances Coordinator
500 Enterprise Drive, Suite 4D
Rocky Hill, CT 06067**

Q: Who should I call if there has been a change with my primary insurance or it ends?

A: You can call your DSS worker or Husky Health at 1-877-CT-HUSKY (1-877-284-8759),

Q: What if I can't afford to pay for medical assistance or my prescriptions?

A: You can call 211/Info-line, or a local DSS office to see if there are programs that can assist you.

Q: What is a "Spend-down"?

A: In some cases you can still qualify for medical assistance if your income is too high through a process called a "**Spend-down.**" Spend-down lets you reduce or *spend down* your excess income to bring it within the program limit. Excess income is the amount of income you have over the program limit. Medical bills are subtracted from your excess income. The more bills you subtract, the lower the excess income gets. Once the excess income is used up, you become eligible for Medical Assistance.

Q: How does Coordination of Benefits work when there's third party liability (TPL)?

A: Medicaid is always payer of last resort.

Q: Will I have a copay if I have Medicaid with TPL?

A: No, as long as the service provider is a Connecticut Medical Assistance Program (CMAP) provider, you should not have a copay because the primary insurance carrier should pay at a contracted rate; and any remaining balance should be picked up by Medicaid. If you are billed for the copay, please call the Client Assistance Center for help. You may call the Client Assistance Center at 866-409-8430 and speak with a medical assistance program agent. The Client Assistance Center is available Monday – Friday, 8AM – 5PM.

Q: What if there is a deductible with TPL; am I responsible for paying the deductible before the insurance kicks in to pay?

A: You may call the Client Assistance Center to find out if you have to pay anything towards the deductible. You may call the Client Assistance Center at 866-409-8430 and speak with a medical assistance program agent. The Client Assistance Center is available Monday – Friday, 8AM – 5PM.

Q: When can I expect more information?

A: As information comes in, the CT BHP will share with all members. You can also check out our website: www.ctbhp.com

We've included The Connecticut Behavioral Health Partnership Acronym List on the following pages. If you have any questions please call 877-552-8247 or 877-55-CT BHP and a Member Services Representative will be happy to assist you!

ACRONYM	DESCRIPTION	ACRONYM	DESCRIPTION
AA	Alcoholics Anonymous	CT BHP	Connecticut Behavioral Health Partnership
ACES	Area Cooperative Educational Services	CVH	Connecticut Valley Hospital
ADD	Attention Deficit Disorder	DARE	Drug Abuse Resistance Education
ADHD	Attention Deficit Hyperactivity Disorder	DART	Detection Assessment Referral and Treatment
AEP	Alcohol Education Program	DBT	Dialectical Behavioral Therapy
AFCAMP	African Caribbean American Parents of Children with Disabilities	DCF	Department of Children and Families
AIC	Alternative Incarceration Center	DEA	Drug Enforcement Agency
AMA	Against Medical Advice	DEPP	Diagnostic, Evaluation, Planning and Placement
APA	American Psychiatric Association	DMHAS	Department of Mental Health and Addiction Services
ARG	Area Resource Group (DCF)	DDS	Department of Developmental Services
ASAM	American Society of Addiction Medicine	DOC	Department of Correction
ASO	Administrative Service Organization	DOE	Department of Education
BHPOC	Behavioral Health Partnership Oversight Council	DOIT	Connecticut Department of Information Technology
CADC	Certified Alcohol and Drug Counselor	DPH	Department of Public Health
CADAC	Connecticut Alcohol Drug Abuse Commission	DSM	Diagnostic Systems Manual
CAFAP	Connecticut Association of Foster and Adoptive Parents	DSS	Department of Social Services
CAN	Comprehensive Assessment of Needs & Strengths (DCF)	DUI	Driving Under the Influence
CBHAC	Children's Behavioral Health Advisory Council	DWI	Driving While Intoxicated
CBT	Cognitive Behavioral Therapy	ECAT	Early Child Assessment Team\
CCAR	Connecticut Community for Addiction Recovery	ECC	Enhanced Care Clinic
CCDFY	Connecticut Communities for Drug-Free Youth	ED/ER	Emergency Department/Emergency Room
CCMC	Connecticut Children's Medical Center	EDS	Electronic Data Systems
CCPA	Connecticut Community Providers Association	EDT	Extended Day Treatment
CCSUD	Connecticut Coalition to Stop Underage Drinking	EEG	Electroencephalogram
CCYD	Connecticut for Community Youth Development	EIP	Early Intervention Program
CDC	Centers for Disease Control and Prevention	EKG	Electrocardiogram
CFR	Code of Federal Regulations	EMPS	Emergency Mobile Psychiatric Services
CGA(S)	Comprehensive Global Assessment	EMS	Eligibility Management System
CJTS	Connecticut Juvenile Training School	EPSDT	Early Periodic Screening, Diagnosis and Treatment
CMAP	Connecticut Medical Assistance Program	ERASE	East of the River Action for Substance Abuse Elimination
CMS	Centers for Medicare and Medicaid Services	FAPE	Free and Appropriate Education
COA	Children of Alcoholics	FASU	Foster and Adoption Services Unit (DCF)
COSA	Children of Substance Abusers	FFS	Fee for Service

ACRONYM		DESCRIPTION		ACRONYM		DESCRIPTION	
COSAP	Children of Substance Abusing Parents	FFT	Functional Family Therapy				
CPS	Child Protective Services	FWSN	Family With Service Needs				
CPT	Child Placement Team, used by DCG for purposes of placement	GA	Gamblers Anonymous				
CRC	Community Resource Committee	GAL	Guardian Ad Litem				
CRT	Case Review Team (for committed delinquents)	HBS	Home-bases Service				
CSAP	Center for Substance Abuse Prevention	HHS	US Dept of Health and Human Services				
CSAT	Center for Substance Abuse Treatment	HSRI	Human Services Research Institute				
CSSD	Court Support Services Division	HUD	Housing and Urban Development				
CST	Child Specific Team (System of Care Coordination)	HVCASA	Housatonic Valley Coalition Against Substance Abuse Inc.				
ICM	Intensive Case Manager	PPT	Planning and Placement Team (educational)				
IDEA	Individuals with Disabilities Education Act	PPT	Permanency Planning Team (DCF)				
IEP	Individual Education Plan	PREU	Program Review and Evaluation Unit (DCF)				
ISP	Individual Service Plan	PRTF	Psychiatric Residential Treatment Facility				
ISPN	Interagency Suicide Prevention Network	PTSD	Post Traumatic Stress Disorder				
JCAHO	Joint Commission on Accreditation of Healthcare Organizations	QA	Quality Assurance				
LCSW	Licensed Clinical Social Worker	IFP	Intensive Family Preservation				
LEA	Local Education Authority	IICAPS	Intensive In-Home Child and Adolescent Psychiatric Services				
LMFT	Licensed Marriage and Family Therapist	IOP	Intensive Outpatient Program				
LMHA	Local Mental Health Authority	QM	Quality Management				
LOB	Legislative Office Building	RAC	Regional Action Council				
LPC	Local Prevention Council	RFA	Request for Applications				
LRE	Least Restrictive Environment	RFI	Request for Information				
LSW	Licensed Social Worker	RFQ	Request for Qualifications				
MADD	Mothers Against Drunk Driving	RCT	Residential Care Team				
MATCH	Mobilize Against Tobacco for Children's Health	RFP	Request for Proposal				
MCO	Managed Care Organization	RYASAP	Regional Youth/Adult Substance Abuse Project				
MDFT	Multi-Dimensional Family Therapy	SAAC	Substance Abuse Action Council				
MHA	Mental Health Association	SAMHSA	Substance Abuse and Mental Health Services Administration				
MHPC	Mental Health Policy Council	SAT	School Assistance Team				
MMIS	Medicaid Management Information System	SCHIP	State Children's Health Insurance Program				
MOA	Memorandum of Agreement	SDE	State Department of Education				
MOU	Memorandum of Understanding	SED	Seriously Emotionally Disturbed				
MSS	Managed Service System	SFY	State Fiscal Year				

ACRONYM		DESCRIPTION		ACRONYM		DESCRIPTION	
MST	Multi-Systemic Therapy	SOC	System of Care				
MSW	Master's Degree in Social Work	SSA	Social Security Administration				
MTPPR	Monthly Treatment Planning and Progress Report	SSDI	Supplemental Security Disability Income				
NA	Narcotics Anonymous	SSI	Supplemental Security Income				
NACoA	National Association of Children of Alcoholics	Sx	Symptoms				
NAMI	National Alliance for the Mentally Ill	TA	Technical Assistance				
NOA	Notice of Action	TP	Treatment Plan				
OPM	Office of Policy and Management	TPL	Third Party Liability				
OTC	Order of Temporary Custody	TPR	Termination of Parental Rights				
PA	Parent Aide	Tx	Treatment				
PAR	Provider Analysis and Reporting	UM	Utilization Management				
PAP	Padres Abriendo Puertas – A Hispanic Family Advocacy Organization	YSAB	Youth Suicide Advisory Board				
PCP	Primary Care Physician	YSB	Youth Service Bureau				
PDD	Pervasive Developmental Disorder						
PHP	Partial Hospital Program						
PMNI	Private Non-Medical Institution						
PO	Probation Officer						
PPR	Permanency Plan Review						