



I. Introduction

Welcome to the Connecticut Behavioral Health Partnership. This handbook was created to help our members understand:

- What the Partnership is;
- How it works;
- What services and supports are available to you and/or your family; and
- How to contact CT BHP directly.

We know that life can be tough. If you and/or your family need help for mental health and/or substance misuse (also called behavioral health), we want you to get the best possible care. We also want these services to be easy to get.

THE BIG PICTURE OF THE CT BEHAVIORAL HEALTH PARTNERSHIP (CT BHP)

The CT BHP was originally created after more than 10 years of planning by community members, state agencies, advocates, providers, legislators and others.

The Partnership was formed between the Department of Social Services (DSS) and the Department of Children and Families (DCF). In 2005, the Departments chose Beacon Health Options, a national managed behavioral health care company, to serve as the Administrative Services Organization (ASO) for the CT BHP. At first, the CT BHP only managed behavioral health services for children and families in HUSKY A, HUSKY B, and Limited Benefit (DCF involved individuals with complex behavioral health needs).

In 2010, Connecticut was the first state to receive federal approval to add to its Medicaid services, and the Department of Mental Health and Addiction Services (DMHAS) joined the CT BHP. Beacon Health Options Connecticut was chosen to work with the expanded program, combining the existing children/family program with the new adult program.

One of the most important goals of the CT BHP has been to expand the role that members play in the delivery system, not only as people who guide their own treatment and recovery or the treatment of their children, but also as people who have a strong voice in the overall system. The CT BHP works closely with advocacy organizations across Connecticut, such as (Family Advocacy for Children's Mental and Behavioral Health FAVOR), National Alliance on Mental Illness (NAMI), and other community organizations. The CT BHP also supports and works together with CCAR (Connecticut Community for Addiction Recovery) and its work to promote recovery.

The Connecticut Legislature, which passed the legislation to create the CT BHP, also formed the CT Behavioral Health Partnership Oversight Council and its subcommittees to make sure that CT BHP lives up to legislative expectations.

The day-to-day oversight of the CT BHP lies with the Department of Social Services, the Department of Mental Health and Addiction Services and the Department of Children and Families.

WHAT ARE THE GOALS OF THE CT BHP?

The goals of the CT BHP are to:

- Improve behavioral health care (mental health, substance use, and support services) for you and/or your family.
- Promote recovery by working with individuals, family members, providers and other local social support programs.
- Attend to the cultural needs, strengths, and preferences of you and/or your family.
- Make the best use of federal and state funding.

For families with children: We work closely with the Community Collaboratives (local system of care) across the state of Connecticut. To learn more about the Community Collaboratives, visit www.wrapct.org.

For Adults: CT BHP works with the Local Mental Health Authorities (LMHAs), Advance Behavioral Health, Inc and local advocacy and recovery support agencies and systems. To learn more about mental health and addiction services visit: www.ct.gov/dmhas; www.ctbhp.com and www.abhct.com

HOW DO YOU CONTACT THE CT BHP?

Our Customer Services staff can answer your questions, give referrals and connect you and/or a family member to someone who can help you with a mental health or substance use problem. Call toll-free at (877) 552-8247, TTY/TDD (866) 218-0525.

If you do not speak English, a Customer Services Representative will connect you to a person who is able to speak your language.


Office hours are Monday through Friday, from 9:00 a.m. to 7:00 p.m. However, Clinical Care Managers are available 24 hours a day, 365 days a year for members.

There is also information on the CT BHP website that may help. The website is www.ctbhp.com and you can find:

- The latest member news and updates;
- A doctor who participates in your plan;
- A list of services;
- Health and wellness information, special interest articles;
- National resources; and
- Events and trainings.

IMPORTANT CONTACT INFORMATION

There are a lot of services and supports available to Medicaid members. The following grid table provides an overview of who to contact for these services:

	
Claims Address	DXC Technology - 1-800-842-8440 CMS 1500: PO Box 2941 - Hartford, CT 06104 UB Hospitals: PO Box 2961 - Hartford, CT 06104
Medical	Community Health Network - CT Husky Health (Medical Medicaid) 1-800-859-9889 , for Hearing Impaired: 711
Behavioral Health	Connecticut Behavioral Health Partnership (Behavioral Health Medicaid) 1-877-552-8247 Hearing Impaired: TDD/TTY - 1-866-218-0525 or 711 (Medicaid LIA ONLY - Residential SA Treatment, IMD Svcs, & Recovery Support Prog. - ABH 1-800-606-3677) Website: www.ctbhp.com
Transportation	HUSKY A, HUSKY C, and HUSKY D = Logisticare: 1-888-248-9895 , for Hearing Impaired: 711
Pharmacy Services	Client Assistance Center: 1-866-409-8430 or 1-860-269-2031; Hearing Impaired TDD/TTY 1-866-604-3470 or 711 Prior Authorization Assistance Center: 1-866-409-8386 or 1-860-269-2030; DSS Website: www.ctdssmap.com
Dental Services	Dental Health Partnership/BeneCare: Mon - Fri 8:00 am to 5:00 pm. 1-855-283-3682 ; Hearing Impaired: 711; Website: www.ctdhp.com
Vision Services	Community Health Network - CHN 1-800-859-9889
CONNECT CARD	HUSKY A, contact DSS Eligibility Worker HUSKY B, contact HUSKY Enrollment Center: 1-800-656-6684; Hearing Impaired: 711
DSS	DSS Benefits Center: 1 (855) 626-6632 / DSS Information Line: 1 (855) 578-4515
DDS	Department of Developmental Services: 1 (866) 737-0330
Medicare	Medicare: 1 (800) 633-4227
Social Security	Social Security Administration: 1 (800) 772-1213
Xerox Spenddown	Xerox Spenddown Line: 1 (877) 858-7012