



VII. Glossary of Terms to Know

Access: The extent to which an individual who needs care and services is able to receive them. Access is more than having insurance coverage or the ability to pay for services. It is also determined by the availability of services, acceptability of services, cultural appropriateness, location, and hours of operation, transportation needs, and cost.

Acute Services: Medical or behavioral health services needed for an illness, episode, or injury that requires intense care, and hospitalization.

Administrative Hearing: Also called "Fair Hearing". A formal review by the Department of Social Services (DSS), Department of Children and Families (DCF) or Department of Mental Health and Addiction Services (DMHAS) that occurs after Beacon Health Options and a HUSKY A, B, C, & D, or Voluntary Services member have failed to find mutual satisfaction concerning treatment issues such as denials, reductions, suspensions, terminations or appropriate levels.

Administrative Services Organization (ASO): An organization providing statewide utilization management, benefit information and intensive care management services within a centralized information system framework.

Advance Directives: Members who are over the age of 18 can make choices about their medical care. An Advance Directive advises medical professionals of how the member wants to be cared for if/when they are unable to communicate their decisions.

Appeal: A procedure through which members or providers can request a redetermination of the CT BHP decision concerning, but not limited to, service authorization. For example, an individual can appeal a CT BHP decision regarding the level of care authorized, or appeal a CT BHP decision to deny payment of a claim for services delivered.

Appropriate Services: Services designed to meet the specific needs of each individual, child and family. For example, one family may need *day treatment*, while another may need *home-based services*. Appropriate services for one individual, child and/or family may not be appropriate for another.

Assessment: A professional review of individual, child and family needs that is done when services are first sought from a *caregiver*. The assessment includes a review of physical and mental health, intelligence, school performance, employment, level of function in different domains including family situation, and behavior in the community. The assessment identifies the strengths of the individual, child and family. Together, the *caregiver* and individual or family decides what kind of treatment and supports, if any, are needed.

Autism Spectrum Disorder Services: Services to evaluate, assess, and treat HUSKY A, C, and D members under the age of 21 who have a diagnosis of Autism Spectrum Disorder. **A confirmed diagnosis of Autism is required in order to access these services, however, if the member is suspected to have this diagnosis without an evaluation, an Autism Diagnostic Evaluation can be accessed.**

Behavior Disorder: Displaying disruptive behavior in home, school or other settings. This behavior is usually significantly different from socially accepted norms for the person's age and situation.

Behavioral Health: A term used when describing mental health or substance use.

Behavioral Health Emergency: A serious mental health and/or substance use problem. The problem is so severe that an average person would think that not getting help would cause more serious problems, such as:

- Putting the person's health at serious risk;
- Having disorganized or dangerous thoughts;
- Threatening harm or causing harm to self; or
- Threatening harm or causing harm to others.

Benefits: The mental health substance use and/or related services (including wrap around services - defined below) you can get as a HUSKY HEALTH Program member.

Care Coordinator: An individual who organizes and coordinates services and supports for individuals with mental health issues and their families.

Care Manager: An independently licensed behavioral health care clinician employed by the CT BHP to perform utilization review on services that require prior authorization and concurrent review in order to qualify for reimbursement.

Child or Adolescent with Complex Behavioral Health Needs: Child or adolescent who has had a diagnosable Serious Emotional Disturbance (mental, emotional or behavioral disorder) which has resulted in functional impairment that substantially interferes with or limits the child's role of functioning in family, school or community activities.

Clinician: An individual providing mental health services, such as a psychologist, social worker or other therapist.

Clinical Management: The process of evaluating and determining the correct level of care and authorizing level of care for members.

Clinical Risk: The potential for direct or indirect injury or harm to self and/or others, including property damage, which could directly or indirectly result in injury or harm to the member and/or others.

Committed: Placement under the custody of the Commissioner of DCF, or in a mental health facility in response to a valid court order of competent jurisdiction.

Community-Based Services: Services that are provided in a community setting. Community services refer to all services not provided in an inpatient setting.

Complaint: A verbal or written communication to Beacon Health Options from a member or provider expressing dissatisfaction with some aspect of the CT BHP's services, including a denial of services based on medical necessity, facility agreement, payment dispute, or general complaint.

Complainant: A member or the member's designated representative, an individual practitioner, or a facility provider who makes a complaint to Beacon Health Options.

Connecticut Behavioral Health Partnership (CT BHP): An integrated behavioral health service system for HUSKY A, HUSKY B, HUSKY C, HUSKY D and children enrolled in the Limited Benefit Program.

Connecticut's Community Collaboratives (CT's System of Care): A local group of health care providers, parents and/or guardians of children with behavioral health needs, and agencies that have organized to develop resources for children or youth with complex behavioral health service needs and their families.

Connecticut Community KidCare: DCF's reform initiative that focuses on eliminating the major gaps and barriers that exist in the current children's behavioral health delivery system.

Consent: Permission that is usually given by signing a form allowing a designated person to administer a test or treatment, or to releasing Protected Health Information (PHI). *Informed consent* requires that the person giving the permission understands the risks, benefits and possible ramifications.

Consumer: A person who receives mental health and/or substance use (behavioral health) services.

Continuum-of-Care: A comprehensive range of services, from inpatient through outpatient level of care that an individual may move through, as appropriate to the member's needs. Also see *system of care* and *wraparound services*.

Coordinated Services: Service organizations or providers talk with the family and agree upon a *plan of care* that meets the member's/child's needs. These organizations can include mental health, education, juvenile justice, and child welfare. *Case management* is necessary to coordinate services. Also see *family-centered services* and *wraparound services*.

Crisis Stabilization Services: Short-term, round-the-clock help provided in a non-hospital setting during a crisis. For example, when a child becomes aggressive and uncontrollable, despite in-home supports, a parent can temporarily place the child in a *crisis stabilization service*. The purposes of this care are to avoid *inpatient hospitalization*, help stabilize the child, and determine the next appropriate step.

Cultural Competence: Help that is sensitive and responsive to cultural differences. *Providers* are aware of the impact of culture and possess skills to help provide services that respond appropriately to a person's unique cultural differences, including race and ethnicity, national origin, language, religion, age, gender, sexual orientation, or disability. They also adapt their skills to fit member or family's values and customs.

Denial of Authorization: Any rejection, in whole or in part, of a request for authorization from a provider on behalf of a member.

Department of Children and Families (DCF): State of Connecticut agency with primary responsibility for delivery and oversight of child welfare, juvenile justice, prevention and behavioral health services for children.

Department of Mental Health and Addiction Services (DMHAS): State of Connecticut agency with primary responsibility for delivery and oversight of behavioral health services for adults, including those covered under HUSKY and Aged, Blind and Disabled (ABD) programs.

Department of Social Services (DSS): State of Connecticut agency with primary responsibility for Medicaid (Title 19).

Designated Member Representative: Any person, including an individual practitioner, facility provider, authorized in writing by the member or the member's legal guardian to represent the member's interests related to complaints or grievances.

DSM-V - Diagnostic and Statistical Manual of Mental Disorders, Fifth Edition: A reference manual of mental health disorders developed by the American Psychiatric Association, used by clinicians to understand and diagnose a mental health problem. Also used by insurance companies to determine necessary services.

Diagnostic Evaluation: The aims of a general psychiatric evaluation are 1) to establish a psychiatric diagnosis, 2) to collect data sufficient to permit a case formulation, and 3) to develop an initial treatment plan, with particular consideration of any immediate interventions that may be needed to ensure the patient's safety, or, 4) if the evaluation is a reassessment of a patient in long-term treatment, to revise the plan of treatment in accord with new perspectives gained from the evaluation.

Discharge Planning: The evaluation of a member's need for psychiatric or substance use disorder services, or both, developed to arrange for appropriate care after discharge or upon transferring from one level of care to another level of care.

Drop-in Center: A social club offering peer support and flexible schedule of activities. It may operate during the evenings and/or on weekends.

Drug Formulary: The list of prescription drugs for which a particular health insurance company or State Medicaid program will pay. Formularies that cover only certain drugs are called "closed." Formularies that include all drugs are "open." Both types of formularies typically impose a cost scale requiring consumers to pay more for certain brands or types of drugs.

Dual Eligible: Clients who are covered under both Medicare and Medicaid in some combination are said to be Dual Eligible, as some parts of their services may be covered by both payers.

Dually Diagnosed: A person who has both a substance use problem and an emotional/psychiatric problem is said to be dually diagnosed.

Early and Periodic Screening, Diagnostic and Treatment (EPSDT): Comprehensive health (including behavioral health) screening and treatment and other services (such as transportation) for Medicaid members under the age of 21. EPSDT includes referral services, and the development and coordination of a plan of services that will help a child gain access to needed medical, social, educational, and other services.

Early Intervention: A process used to recognize warning signs for mental health issues and to take early action against factors that put individuals at risk. *Early intervention* can help members get better in less time and can prevent problems from becoming worse.

Educational Services: Locating or providing a full range of educational services from basic literacy through the General Equivalency Diploma (GED) and college courses. Includes special education at the pre-primary, primary, secondary, and adult levels.

Emergency and Crisis Services: A group of services that is available 24 hours a day, 7 days a week, to help during a mental health emergency. Examples include telephone crisis hotlines, suicide hotlines, crisis counseling, crisis stabilization services, crisis outreach teams, and crisis respite care.

Emergency or Emergency Medical Condition: A medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that a prudent layperson, who possesses an average knowledge of health and medicine, could reasonably expect the absence of immediate medical attention to result in placing the health of the individual (or with respect to a pregnant woman, the health of the woman or the unborn child) in serious jeopardy, serious impairment to body functions or serious dysfunctions of any body organ or part.

Emergency Mobile Psychiatric Services (EMPS): Services for children and adolescents that provide immediate, mobile assessment and intervention to individuals in an active state of crisis and can occur in a variety of settings including the member's home, school, local hospital emergency department, or community setting.

Emergency Services: Inpatient and outpatient services including, but not limited to, behavioral health and detoxification needed to evaluate or stabilize an emergency medical condition.

Emotional Disorder: A disorder exhibiting emotional, behavioral and/or social impairments that interfere with a member's academic, job-related, developmental, and social functioning, and may disrupt the member's family, social or other interpersonal relationships.

Evaluation: The process of collecting information about a member through a series of tests, observations and interviews which results in an opinion about that member's mental and emotional state. This process may include recommendations about treatment or placement.

Family Advocate: Family members who have experience with children and youth with emotional, behavioral, neurobiological or mental health needs. Family advocates provide information to caregivers to help them identify and access a variety of formal and informal services, supports and resources to meet the needs of their child and family in their own community. Family advocates work directly with families who are receiving care coordination through their local system of care. They may also assist families in the development and/or expansion of parent support groups within their local communities.

Family-Centered Services: Help designed to meet the specific needs of each individual member and family. Also see *appropriate services, coordinated services, wraparound services, and cultural competence*.

Family Support Services: Help designed to keep the family together, while coping with mental health issues that affect them. These services may include consumer information workshops, in-home supports, family therapy, parenting training, *crisis services, and respite care*.

Fee for Service (FFS) Reimbursement: A reimbursement method for health services under which a provider charges separately for each member encounter or service rendered.

Fraud: Intentional deception or misrepresentation, or reckless or willful disregard (or willful blindness), by a person or entity with the knowledge that the deception, misrepresentation, disregard (or blindness) could result in some unauthorized benefit to him/herself or some other person, including any act that constitutes fraud under applicable federal or state law.

Grievance: A verbal or written communication from a complainant of dissatisfaction with the outcome of a complaint resolution. Grievances, as herein defined, are not administrative appeals.

Group Home: Community-based, home-like settings providing intensive treatment services with 24-hour supervision. Services offered in this setting try to avoid inpatient hospitalization and move the member to a less restrictive living situation.

Group Therapy: This form of therapy involves groups of people who have similar symptoms or concerns and who meet regularly with a therapist. The therapist uses the emotional interactions of the group's members to help them get relief from distress and possibly modify their behavior.

HIPAA: The Health Insurance Portability and Accountability Act of 1996 (HIPAA), Public Law 104-191, was enacted on August 21, 1996. Sections 261 through 264 of HIPAA require the Secretary of HHS to publicize standards for the electronic exchange, privacy and security of health information.

Home-Based Services: Services provided in a family's home either for a defined period of time or for as long as it takes to deal with a mental health problem. Examples include parent training, counseling, and working with family members to identify, find, or provide other necessary help. The goal is to prevent a child from being placed outside of the home. (Alternate term: in-home supports.)

Independent Living Services: Support for a young person living on his or her own. These services include supportive housing and job placement. Services teach youth how to handle financial, medical, housing, transportation, and other daily living needs, as well as how to get along with others.

Individualized Services: Services designed to meet the unique needs of each member and family. Services are individualized when professionals honor the needs and strengths, ages, and stages of development of the member and individual family members. Also see *appropriate services* and *family-centered services*.

Inpatient Hospitalization: Mental health treatment provided in a hospital setting 24 hours a day. Inpatient hospitalization provides: (1) short-term treatment in cases where a member is in crisis and possibly a danger to him/herself or others, and (2) diagnosis and treatment when the member cannot be evaluated or treated appropriately in an outpatient setting.

Intake/ Screening: Services designed to briefly assess the type and degree of a member's mental health condition to determine whether services are needed and to link him/her to the most appropriate and available service. Services may include interviews, psychological testing, physical examinations including speech/hearing, and laboratory studies.

Intensive Care Manager: Intensive Care Managers are licensed behavioral health clinicians. Intensive Care Managers identify children and adults who are experiencing barriers to care and to provide short term assistance and problem solving to help remove those barriers.

Levels of Care (LOC) Guidelines: Guidelines that are used by the CT BHP to conduct utilization management in which help to determine whether behavioral health services are medically necessary and/or medically appropriate.

Limited Benefit Program: A program that offers limited coverage to children and families involved with DCF who have complex behavioral health service needs as determined by DCF and are not HUSKY eligible. Children or adolescents who are not eligible for the HUSKY A or B

program may be able to access some of the services offered within the CT BHP through the Limited Benefit Program.

Local Mental Health Authority: The Department of Mental Health and Addiction Services operates and/or funds **Local Mental Health Authorities (LMHAs)** offering a wide range of therapeutic programs and crisis intervention services for adults and their families throughout the state. For a listing of the Local Mental Health Authorities and the towns they serve please visit the LMHA pages from the DMHAS website: <http://www.dmhas.state.ct.us/lmha.htm>.

Managed Service System: A consortium of DCF-funded provider agencies convened under the authority of the DCF Local Area Office to assure that a comprehensive and coordinated array of services is available at the local level to meet the behavioral health and community support needs of children and their families.

Medicaid: The Connecticut Medical Assistance Program (CMAP) operated by DSS under Title 19 (XIX) of the Federal Social Security Act.

Medical Appropriateness or Medically Appropriate: Health care that is provided in a timely manner and meets professionally recognized standards of acceptable medical care; is delivered in the appropriate medical setting; and is the least costly of multiple, equally-effective alternative treatments or diagnostic modalities as cited in Connecticut Medicaid Program regulations.

Medically Necessary or Medical Necessity: Health care provided to correct or diminish the adverse effects of a medical condition or mental illness; to assist an individual in attaining or maintaining an optimal level of health, to diagnose a condition; or to prevent a medical condition from occurring as cited in Connecticut Medicaid Program regulations.

Member: An individual eligible for coverage of behavioral health services under the CT BHP.

Member/Family Advisory Board: A board made up of adult members, family members, and others to advise the Connecticut Behavioral Health Partnership.

Mental Health Issues/ Mental Health Disorder: Mental health issues are real. They affect one's thoughts, body, feelings, and behavior. Mental health issues are not just a passing phase. They can be severe, seriously interfere with a person's life, and even cause a person to become disabled. Mental health issues include depression, bipolar disorder (manic-depressive illness), attention-deficit/hyperactivity disorder, anxiety disorders, eating disorders, schizophrenia, and conduct disorder.

Network: The system of participating providers and institutions in a managed care plan.

Neurologist: A medical doctor specializing in diagnosis and treatment of diseases of the nervous system.

Non-covered Benefits: Services that are not paid for by the Connecticut Behavioral Health Partnership.

Out-of-Network Provider: A provider that is not enrolled in the Connecticut Medical Assistance Program Provider Network or the CTBHP Network.

Outpatient: Treatment available at local mental health clinics or from private therapists. This can include diagnosis, assessment, family and individual counseling.

Peer Specialist: A trained adult or family member of a current or previous consumer who understands mental illness and/or substance disorders through her/his own personal experience. The peer specialist is employed by the ASO. His or her role is to provide education and outreach to members and families, to support engagement in treatment, navigation of the service system, and identification of natural supports.

Plan of Care: A treatment plan especially designed for each member and family, based on individual strengths and needs. The member and provider develop the plan with input from the family. The plan establishes goals and details appropriate to treatment and services to meet the special needs of the member and family.

Primary Care Provider (PCP): A licensed health care professional responsible for performing or directly supervising the primary care medical services of members.

Prior-Authorization: The CT BHP's process for approving covered services prior to the delivery of the service or initiation of the plan of care based on a determination by the CT BHP as to whether the requested service is medically necessary and medically appropriate.

Provider Network: All providers enrolled in the Connecticut Medical Assistance Program Provider Network that serves CT BHP members.

Psychiatrist: A medical doctor specializing in emotional, behavioral and mental disorders. Qualified to prescribe medication and admit to hospitals.

Psychiatric Residential Treatment Facility: An inpatient psychiatric facility that provides psychiatric and other therapeutic and clinically informed services to individuals under age 21, whose immediate treatment needs require a structured 24 hour residential setting that provides all required services (including schooling) on site.

Psychologist: A doctoral-level mental health professional with advanced training that can administer psychological tests, diagnose, evaluate and treat emotional disorders.

Psychosocial Rehabilitation: Therapeutic activities or interventions provided individually or in groups that may include development and maintenance of daily and community-living skills, self-care, and skills training including grooming, bodily care, feeding, social skills training, and recovery of basic language skills.

Recovery: A set of concepts and skills that when applied by an individual improves their quality of life.

Residential Treatment Centers: Facilities that provide treatment 24 hours a day and can usually serve more than 16 young people at a time. Children with serious emotional disturbances receive constant supervision and care. Treatment may include individual, group, and family therapy; behavior therapy; special education; recreation therapy; and medical services. Residential treatment is usually more long-term than *inpatient hospitalization*.

Resiliency: The ability to regain a sense of stability after undergoing a major life event.

Respite Care: A service that provides a break for families who have a child with a serious emotional disturbance. Trained parents or counselors take care of the child for a brief period of time to give families relief from the strain of caring for the child. This type of care can be provided in the home or in another location. Some parents may need this help on an ongoing basis.

School Based Services: School-based treatment and support interventions designed to identify emotional disturbances and/or assist parents, teachers, and counselors in developing comprehensive strategies for addressing these disturbances. School-based services also include counseling or other school-based programs for emotionally disturbed children, adolescents, and their families within the school, home and community environment.

Screening: An assessment or evaluation to determine the appropriate services and/or setting for a member.

Second Opinion: When you or your provider asks another provider to confirm or dispute a previous mental health or substance use diagnosis.

Self-help: Self-help generally refers to groups or meetings that: involve people who have similar needs; are facilitated by a consumer, survivor, or other layperson; assist people to deal with a "life-disrupting" event, such as a death, use, serious accident, addiction, or diagnosis of a physical, emotional, or mental disability, for oneself or a relative; are operated on an informal, free-of-charge, and nonprofit basis; provide support and education; and are voluntary, anonymous, and confidential. Many people with mental illnesses find that self-help groups are an invaluable resource for recovery and for empowerment.

Serious Emotional Disturbances: Diagnosable disorders in children and adolescents that severely disrupt their daily functioning in the home, school, or community. These disorders include depression, attention-deficit/hyperactivity, anxiety disorders, conduct disorders, and eating disorders. Pursuant to section 1912(c) of the Public Health Service Act "children with a serious emotional disturbance" are persons: (1) from birth up to age 18 and (2) who currently have, or at any time during the last year, had a diagnosable mental, behavioral, or emotional disorder of sufficient duration to meet diagnostic criteria specified within DSM-IV and/or DSM-V.

Serious Mental Illness: Pursuant to section 1912(c) of the Public Health Service Act, adults with serious mental illness (SMI) are persons: (1) age 18 and over and (2) who currently have, or at any time during the past year had a diagnosable mental behavioral or emotional disorder of sufficient duration to meet diagnostic criteria specified within DSM-IV and/or DSM-V or their ICD-9-CM equivalent (and subsequent revisions) with the exception of DSM-IV and/or DSM-V "V" codes, substance use disorders, and developmental disorders, which are excluded, unless they co-occur with another diagnosable serious mental illness. (3) That has resulted in functional impairment, which substantially interferes with or limits one or more major life activities.

Social Worker: A mental health professional trained to provide services to individuals, families or groups.

Substance Use: Misuse of medications, alcohol, or illegal substances.

Supported Employment: Supportive services that include assisting individuals in finding work; assessing individuals' skills, attitudes, behaviors, and interest relevant to work; providing

vocational rehabilitation and/or other training; and providing work opportunities. These services include transitional and supported employment services.

Supported Housing Services: Services to assist individuals in finding and maintaining appropriate housing arrangements.

Supportive Residential Services: Moderately staffed housing arrangements for clients/patients. Includes supervised apartments, satellite facilities, group homes, halfway houses, mental health shelter-care facilities, and other facilities.

Systems of Care: A comprehensive spectrum of mental health and other support services which are organized into a coordinated network to meet the multiple and changing needs of children and adolescents with serious emotional disturbances and their families.

Therapeutic Foster Care: A service that provides treatment for troubled children within private homes of trained families. The approach combines the normalizing influence of family-based care with specialized treatment interventions, thereby creating a therapeutic environment in the context of a nurturing family home.

Transition: The process of moving from one setting or level of care to another.

Vocational Rehabilitation Services: Services that include job finding/development, assessment and enhancement of work-related skills, attitudes, and behaviors as well as provision of job experience to clients/patients. This also includes transitional employment.

Voluntary Services: Voluntary Services is a DCF operated program for children and adolescents with behavioral health disorders who are not otherwise committed to or involved with the Department. Voluntary Services allows access to services or treatment programs funded by DCF and supports family focused, community based treatment whenever possible.

Wraparound Services: A unique set of community services and natural supports for a child/adolescent with serious emotional disturbances based on a definable planning process, individualized for the child and family to achieve a positive set of outcomes.

Adapted from SAMHSA National Mental Health Information Center.