Provider Manual

Serving Children, Families and Adults through the CT Behavioral Health Partnership
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Dear Provider,

The Connecticut Behavioral Health Partnership (CT BHP) began January 1, 2006, taking on the role of creating an integrated public service system of behavioral health care. The original partners included the Department of Social Services (DSS) and the Department of Children and Families (DCF). A legislatively mandated Oversight Council including legislators, providers, and consumers provide advice and consultation to the CT BHP. The Departments contracted with Beacon Health Options to serve as the Administrative Services Organization (ASO) for the Partnership. This partnership initially served the HUSKY A, HUSKY B and DCF Limited Benefit membership.

Expanded in April 2011 to include the Department of Mental Health and Addiction Services (DMHAS), the CT BHP continues in its responsibility to create an integrated behavioral health service system for our members. The coverage groups that fall under the auspices of the CT BHP include adults, children and families who are enrolled in HUSKY A, B, C, D and DCF Limited Benefit programs including those with other insurance. Please note that prior to January 1, 2012, HUSKY C and HUSKY D were known as Fee-For-Service Medicaid and Medicaid for Low Income Adults, respectively.

The Partnership’s goals are to:

- Improve the quality of behavioral health care individuals receive from the publicly funded service system;
- Promote recovery for all individuals with behavioral health disorders;
- Improve the management of state resources; and
- Increase federal financial participation in the funding of behavioral health services.

To accomplish this, the CT BHP works to provide access to a more complete, coordinated, and effective continuum of community based behavioral health services and supports.

This Provider Manual is designed to give providers a concise summary of the policies that guide the delivery of CT BHP services. It will be revised to reflect additions and changes as the program matures. We welcome your feedback about our policies and procedures as well as the content and format of this handbook. If you would like to provide feedback or have any questions about the content in this Provider Manual, please contact the Provider Relations Department at 877-552-8247.

Most of all, we welcome you into the CT BHP network. Our goal is to do all we can to support you in serving the children, families, and adults of Connecticut who need behavioral health services. Thank you for your participation.

Department of Children and Families
Department of Mental Health and Addiction Services
Department of Social Services
I. Introduction

OVERVIEW OF THE CONNECTICUT BEHAVIORAL HEALTH PARTNERSHIP (CT BHP)

The CT BHP evolved from nearly a decade of planning when stakeholders from across the state, including consumers, parents, youth, citizens, providers and others came together to design a system of care that would offer more appropriate behavioral health services—and better clinical outcomes. Other important priorities included better management of state resources and increased federal financial participation in the funding of behavioral health services.

Through a public procurement process finalized in 2005, the Department of Children and Families (DCF) and the Department of Social Services (DSS) (‘the Departments’) selected Beacon Health Options, a national managed behavioral health care company, to serve as the Administrative Services Organization (ASO) for the CT BHP. The CT BHP included children and families enrolled in HUSKY A, children and youth enrolled in HUSKY B or the Limited Benefit (DCF involved individuals with complex behavioral health needs).

In 2010, Connecticut was the first state to receive federal approval to expand its Medicaid services under the Patient Protection and Affordable Care Act. As a result, the Department of Mental Health and Addiction Services (DMHAS) joined the CT BHP. Following a competitive procurement process, Beacon Health Options was again chosen to provide ASO services to the expanded partnership.

Since 2006, Beacon Health Options has continually maintained an Engagement Center in Rocky Hill, Connecticut with resources of the Engagement Center dedicated to the CT BHP. Those interested are welcome to visit the offices, reserve conference rooms for meetings, or visit the CT BHP website (www.CTBHP.com) for additional information about the program.

One of the most important goals of the CT BHP was to increase the role service recipients play in the delivery system, not only as those guiding their own treatment and recovery, but also as people who have a strong voice in the overall delivery system. CT BHP works closely with advocacy organizations across Connecticut, such as Family Advocacy for Children’s Mental and Behavioral Health (FAVOR) and National Alliance on Mental Illness (NAMI), which are family advocacy organizations that offer support groups, newsletters, websites, workshops, resources, advocacy training and public forums. CT BHP also supports and collaborates with CCAR (Connecticut Community for Addiction Recovery) and their efforts to promote recovery, supports and resources.

Connecticut legislation statutorily mandated the creation of the CT BHP and is invested in monitoring the progress of the system reform initiative, as well as ensuring improvement across the system. This is accomplished by the Behavioral Health Partnership Oversight Council which ensures accountability to contract expectations via reports to the Council and its various subcommittees. Participants in the Oversight Council and its subcommittees include members, family members, providers, and other interested individuals.

The day-to-day leadership and oversight of the CT BHP are provided by the state partners, the CT Department of Social Services, the CT Department of Mental Health and Addiction Services and the CT Department of Children and Families.
QUICK REFERENCE GUIDE TO THE CONNECTICUT BEHAVIORAL HEALTH PARTNERSHIP

State Partners

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CT Department of Children and Families

DXC Technology
Provider Enrollment and Re-Enrollment • Member Eligibility Verification
Electronic and Web claims submission • Online Claim Inquiry • Provider Manual
Claims Processing and Payment

DXC Technology Provider Assistance ......................... 800-842-8440
DXC Technology Website ........................................ www.ctdssmap.com

For information on submitting electronic and web claims, call DXC Technology at the number listed above, or go online to: www.ctdssmap.com.
Quality Management
- Critical incidents/significant events
- Provider profiling
- QM committees
- QM studies
- QM and improvement initiatives
- Compliance and auditing

Regional Network Management
- Support integration of community stakeholders within local collaboratives
- Develop standardized methodology to evaluate provider performance and change
- Establish performance improvement plans with providers to positively impact outcomes
- CT BHP and community liaisons

Provider Relations
- Provider training/education
- Newsletter, updates and alerts
- Service/network development
- Rapid Response Team

Member Services
- Eligibility verification
- Provider listings & referrals
- General information
- File complaint/grievance

Peer Support Services
- Provide family/member support
- Member calls & referrals
- Educational mentoring
- Outreach & training services
- Promote wellness & recovery

Utilization/Care Management
- Prior authorizations
- Concurrent reviews
- Intensive Care Management
- DCF residential and one to one authorizations and census tracking
- Home Health Services for Behavioral Health issues.
II. Participating as a CT BHP Provider

**PROVIDER ENROLLMENT**

A behavioral health provider who wishes to be reimbursed by the Department of Social Services (DSS) for Medicaid covered services rendered to eligible members must meet applicable enrollment requirements and enroll as a Connecticut Medical Assistance Program (CMAP) provider. The credentialing process takes approximately several weeks from the date that the completed application is received by DXC Technology, the fiscal agent for DSS. Providers can request that their enrollment be effective from the date entered on their completed application. DXC Technology will accept retroactive start dates to up to six months from the date the application was signed. For new providers we recommend once enrolled to attend the new provider workshop to be introduced to the Connecticut Medical Assistance Program’s policies and procedures.

Providers must enroll electronically through the DXC Technology website: [www.ctdssmap.com](http://www.ctdssmap.com) **using the enrollment wizard.** A listing of providers that cannot enroll electronically using the enrollment wizard can be found on the [www.ctdssmap.com](http://www.ctdssmap.com) website. From the home page click on “Provider” then “Provider Enrollment”, there you will find a listing of providers that are exempt from Web enrollments. DCF residential facilities and group homes enroll directly with the DCF Division of Administrative Law and Policy Licensing Unit at 860-550-6306.

To ensure continued eligibility for reimbursement, it is necessary for providers to periodically re-enroll. DSS conducts re-enrollment of providers through DXC Technology. If a provider fails to comply with regulations governing enrollment and participation under CMAP, DSS may, with proper notification, discontinue a provider’s participation in the program.

While enrollment in CMAP does not obligate a provider to see all members who request services, especially those members whose behavioral health needs fall outside the provider’s expertise; it does obligate a provider to not discriminate in areas other than clinical criteria in his or her refusal to take members.

Once Medicaid enrollment is complete and Beacon Health Options is notified of the enrollment, providers will receive a Provider Data Verification form. The Provider Data Verification form is separate from Provider Enrollment. It ensures that the clinical services provided are loaded into the CT BHP system, allowing providers to obtain authorization for reimbursement, ensures that our clinical and customer service teams make appropriate referrals, and allows the provider to indicate if they are currently accepting Medicaid members.

The Provider Data Verification form can also be found on the CT BHP website: [www.CTBHP.com](http://www.CTBHP.com) under the “For Providers”, then “Forms” section if providers need to update the services that they are providing, update their specialties or status of referrals. Providers may contact Provider Relations at 877-552-8247 for assistance with completing the Provider Data Verification form.

**PARTICIPATING PROVIDER RESPONSIBILITIES**

CT BHP and its providers must maintain a cooperative relationship to provide quality recovery focused services to adults, children and families. Providers have an independent responsibility to provide mental health and/or substance use services to members in care. Providers shall always exercise their best clinical judgment in the treatment of members. Providers deliver services which are medically necessary, and do not bill the member except as permitted by benefit.
Professional Standards
Providers must render covered services in a high-quality and cost-effective manner in recognition of the CT BHP’s standards and procedures; in accordance with generally accepted medical standards and all applicable laws and regulations; and pursuant to the same standards as services rendered to a provider’s other patients. Providers must not discriminate against any member on the basis of race, color, gender, sexual orientation, age, religion, national origin, handicap, health status or source of payment.

Confidentiality
CT BHP providers are required to maintain the confidentiality of all protected health information (PHI) in accordance with applicable federal laws, including the Health Insurance Portability and Accountability Act (HIPAA), as well as laws of the State of Connecticut. This confidentiality includes information gathered and developed in the course of providing behavioral health care services, such as:

- Member-specific information, including confirmation or acknowledgement that treatment or care management records may exist, and
- Provider information related to quantity or quality of a provider’s performance or to a provider’s interactions in providing service to members.

Providers must cooperate with DSS, DMHAS, DCF, and Beacon Health Options to ensure that all consents or authorizations to release member records are in conformity with applicable state and federal laws and regulations governing the release of records maintained in connection with mental health and/or substance use treatment. Providers must also ensure that any records meet all applicable federal and state laws and regulations related to the storage, transmission and maintenance of such records, including without limitation HIPAA (Public Law 104-191) and the rules and regulations promulgated hereunder, as well as guidance issued by the United States Department of Health and Human Services.

The CT BHP recognizes that members have a basic right to privacy of their personal information and records. Providers must adhere to the following guidelines:

- Providers must limit access to member information solely to the member except in the case of a parent or guardian with legal custody of a minor child, or a person with legal authority to act on behalf of an adult or emancipated minor in making decisions related to health care.
- All requests for release of information must be reviewed by management staff of a provider agency or by the individual practitioner and responded to in accordance with CT BHP policy.
- Confidentiality regulations must be followed unless confidentiality is waived by the member or as required by law. When a member waives confidentiality the provider discloses information with the member’s permission and only that which is necessary to fulfill the immediate and specific purpose, and
- CMAP providers must train their employees on their responsibilities regarding confidential information. All employees must sign a confidentiality agreement upon employment and annually thereafter, attesting that they have read, understand and abide by confidentiality policies.

Given that the CMAP network providers are licensed and credentialed by a variety of state agencies, it is expected that all participating providers will conduct business in accordance with licensing standards. In addition, CT BHP anticipates working with the provider community, at a minimum, to: identify and develop
best practices, to exchange relevant information as requested regarding medical necessity or investigations, to identify training opportunities, and to identify and address local service needs while maintaining a focus on member centered care.

**Supports Available to Connecticut Behavioral Health Medical Assistance Program Network Providers**

The CT BHP is committed to helping providers fulfill their administrative functions efficiently and conveniently. To that end, Beacon Health Options and DXC Technology, the Medicaid fiscal agent, provide a variety of tools to support providers. Both entities also have staff available to provide training and respond to questions from employees of provider organizations.

**CT BHP Website**

The CT BHP website, www.CTBHP.com, provides access for providers who wish to:

- Review information contained in this Provider Handbook
- Review CT BHP Provider Alerts/Notices & state issued bulletins/transmittals pertaining to the CT BHP
- Review the CT BHP Authorization Schedules & Covered Services
- Review the CT BHP Level of Care Guidelines
- Access a listing of CT BHP Enhanced Care Clinics
- Search the list of CT BHP network providers to identify appropriate practitioners or agencies to whom to refer a member ready for discharge (also available to members for self-referral)
- Access the CT BHP web registration system, ProviderConnect, for authorizations that do not require a telephonic review with a Care Manager or Intensive Care Manager
- Access our training video library and manuals
- Review schedules of provider events and trainings

The CT BHP website also includes information in Spanish, archived alerts/communications, recent provider news and updates, updates to the Provider Manual, as well as, tools, resources, and training materials which providers may find useful.

**Achieve Solutions®**

Achieve Solutions® is an award winning, online library of information about behavioral health care. This site offers behavioral health information in a convenient, confidential manner with interactive tools and other resources to help individuals and family members resolve personal concerns.

Its educational content and internet accessibility allow providers to easily select and print articles and news on a wide range of issues, including child care and parenting, depression and anxiety, drugs and alcohol, elder care and aging, events and transitions, health and wellness, legal and financial and work and personal growth. The site includes more than 3,000 feature articles across more than 200 topics, presenting a robust resource for the creation of tip sheets and other handouts. A link to Achieve Solutions® can be found on the CT BHP website: www.CTBHP.com.

Providers have found Achieve Solutions® to be a valuable source of material to share with CT BHP members and families. Hard copies of pertinent literature can be printed out for distribution. All online transactions are completed in a secure manner. Members and families can also access the website themselves. The website is certified by VeriSign ensuring that member information remains confidential. Any
questions regarding these easy-to-use, secure, online services or requests for assistance should be directed to the Provider Relations Department at 877-552-8247 options 1, 3, and 7.

**ReferralConnect, CT BHP's On-line Provider Directory**
ReferralConnect offers help in finding participating behavioral health providers in the CMAP network. The directory can narrow a search to select providers with a specific expertise, service, or program. The directory is updated regularly to provide the most up-to-date information on the CT BHP provider network. The online directory can be accessed on the CT BHP website: [www.CTBHP.com](http://www.CTBHP.com) by clicking the **Online Provider Directory** link on the homepage or by clicking **Find a Provider** on the For Provider or For Member homepages. If providers or members are unable to find a provider that matches their needs or if looking for resources that cover specialized needs, please contact the CT BHP directly by calling 877-552-8247 to speak with a Customer Service Representative.

Beacon Health Options is responsible for updating the providers file by obtaining additional information via the Provider Data Verification form (PDV). The PDV verifies that we have the correct contact information, practice location information, hours of operation, clinical services provided and populations served. To ensure we have accurate information for referral purposes, please complete the PDV. These forms can be found on the CT BHP website: [www.CTBHP.com](http://www.CTBHP.com) by clicking on the **For Providers** link, and then clicking on the **Forms** link. You may also contact a Provider Relations Representative by calling 877-552-8247 and a form will be mailed or faxed to you.

**Psychiatric Inpatient Bed Tracking**
One barrier frequently raised by hospital Emergency Departments (ED) is the lack of real-time bed availability information across all hospitals, resulting in delayed admissions and redundancy while multiple hospitals search for beds. To address this concern, the CT BHP implemented a centralized bed tracking system for inpatient psychiatric hospitals. This system is available through the current ProviderConnect registration/authorization portal. The CT BHP Bed Tracking System gives psychiatric inpatient providers the ability to update their inpatient bed availability in real time and update, twice daily, the number of beds available to ensure accurate availability.

The intent of the CT Bed Tracking System is to improve the efficiency of locating a psychiatric hospital bed for individuals who need inpatient treatment, resulting in quicker access to treatment and a reduction of time spent in the ED. The Psychiatric Bed Tracking User Manual provides step-by-step instructions for hospitals on updating bed availability as well as instructions on how any participating Medicaid provider can search for available beds. The user manual is available on the For Providers homepage of the CT BHP website: [www.ctbhp.com](http://www.ctbhp.com).

**Bed Tracking Roster - Congregate Care**
One of the features available within the ProviderConnect web application is the Bed Tracking Roster. The focus of the Bed Tracking Roster is for DCF Child and Adolescent residential and group home placements. As providers update information about their own facility, the system allows Beacon Health Options to facilitate a search for available beds in order to assist in faster placements. Providers utilize bed tracking to review and make updates to their census and projected admissions. When updates need to be made, the provider enters ProviderConnect and inputs a date that will indicate when a member will be admitted or when a member will be discharged. This allows the CT Engagement Center to know who is leaving the facility and when. The provider should also be checking bed tracking periodically to ensure that the correct members are listed on their census. If there is a member who is missing from the census or appearing on the census, but is not actually residing in their program, the provider should call Beacon Health Options. The provider
cannot edit the list of members on their census. CMAP providers and Beacon Health Options Care Managers will be able to search for available placements by:

- Facility Type
- Ages Served
- Gender Served
- Population Served (Specialty)
- Facility County
- Date Inquiring about Bed From ___date to ___date
- Available Beds, and
- All Beds Regardless of Availability

**Claims and Billing Information**
DXC Technology administers behavioral health service claims; therefore, claims must be submitted to DXC Technology. For information on submitting electronic claims or Web claims to DXC Technology go online to: www.ctdssmap.com, or call the Provider Assistance Center at: 800-842-8440.

**Appeals or out of state claims or claims that require special handling can be sent to the following address:**

DXC Technology  
P.O. Box 2991  
Hartford, CT 06104

CMAP providers will find additional information available through DXC Technology such as, claim submissions, claim payment and provider manuals and workshops, by accessing the Connecticut Medical Assistance Program website at www.ctdssmap.com.

**Rapid Response Team**
The Rapid Response Team is comprised of representatives from Beacon Health Options, DXC Technology, DSS, DMHAS and DCF. The goal of this team is to resolve issues related to timely and accurate authorizations and claims payment. A monthly meeting is held to review possible systemic issues to determine appropriate intervention by the respective organization(s) (i.e., DXC Technology will respond to claims adjudication related issues and Beacon Health Options will respond to authorization issues). After the monthly meeting, the appropriate members of the Rapid Response Team will initiate contact with the provider(s) to discuss potential issues and determine any necessary outreach or education tools for the provider as needed. Contacts for the Rapid Response Team can be located on the CT BHP website: www.CTBHP.com under Contacts.
III. Verifying Member Eligibility

OPTIONS FOR VERIFYING MEMBER ELIGIBILITY FOR CT BHP SERVICES

Providers will only be reimbursed for behavioral health services covered by CT BHP that are provided to members who are eligible for the dates when services were provided.

Verifying CMAP Eligibility
Prior to beginning a course of treatment, before any admission to a facility or program, and at the time of each session, it is important that the provider verify the member’s eligibility. Providers cannot be reimbursed for services provided to a person who is not eligible at the time the services are rendered.

Eligibility verification must be completed through one of the Automated Eligibility Verification System (AEVS) tools maintained by DXC Technology, the fiscal agent for the CMAP. In addition to eligibility, the AEVS eligibility inquiry will also indicate whether the member in question has a third-party payer who may be liable for some or all of the member’s behavioral health care costs; Medicaid is the payer of last resort. If a member has applicable third party coverage, the benefits of these policies must be fully exhausted prior to claim submission.

Accessing AEVS
Providers can access the Automated Eligibility Verification System in the following ways:

Web Eligibility Verification
Enrolled providers may verify member eligibility through the CMAP website at www.ctdssmap.com. Go to the public website at www.ctdssmap.com, navigate to the Provider page and click on the hotlink for SECURE SITE. Providers may verify a member’s eligibility by logging on to their Provider Secure website using their web User ID and password and clicking on the Eligibility tab. Please note, the website only accepts one submission at a time and the response is immediate. Other insurance coverage that exists for the member will be returned for the specific date of service entered on the eligibility transaction. User ID and passwords may be requested by calling 800-842-8440.

For more information regarding member eligibility, please visit the www.ctdssmap.com website. From the home page, click on “Publications,” “Provider Manuals,” and then “Chapter 4, Client Eligibility” and refer to section 4.4.

Automated Voice Response System (AVRS)
Enrolled providers may verify member eligibility through DXC Technology’s Automated Voice Response System (AVRS) using a touch tone phone. Providers must be actively enrolled in the Connecticut Medical Assistance Program and must use their assigned AVRS ID and PIN # to utilize the automated system. The AVRS can be accessed by dialing the following:

800-842-8440

The system interacts with callers in a series of verbal prompts and responses as a caller enters data. The system will prompt a caller to enter their AVRS ID and PIN and then the pound key (#). The AVRS prompts providers to verify eligibility using a variety of inputs such as:
Member Identification Number
Social Security Number
Date of Birth

Two pieces of information are required for eligibility verification. The valid combinations of member identification information are listed below:

- Member ID
  - OR Social Security Number
  - OR Date of Birth
- Social Security Number AND Date of Birth

Providers can verify eligibility for dates of service up to the present date, but cannot verify future eligibility since a member’s status may change on any date. Providers are also able to verify eligibility retroactively for dates of service up to one year before the current date. For eligibility verification for dates of service greater than one year, providers must call the Provider Assistance Center during business hours at 800-842-8440.

It is important to listen to the entire message, as the AVRS line will specify if a member has other insurance. In addition, providers may verify one date or multiple dates of service within one call. If verifying multiple consecutive dates, the dates must be within the same month.

For more information regarding member eligibility, please visit the www.ctdssmap.com website. From the home page, click on “Publications,” “Provider Manuals,” and then “Chapter 4, Client Eligibility” and refer to section 4.5.

The AVRS line will first indicate the member's benefit coverage (i.e. HUSKY A, B, C & D) and then indicate “For Behavioral Health Services call CT BHP at 877-552-8247.” If the client is a DCF Limited Benefit Member, the message will indicate: Limited Benefit Member - “Client eligible for limited behavioral health services only. Contact CT BHP at 877-552-8247.”

ASC X12N 270/271 Health Care Eligibility Benefit Inquiry and Response Transaction

The 270/271 is a HIPAA compliant paired transaction set used to send and receive eligibility verification requests and responses. Providers who wish to have this eligibility verification function incorporated into their vendor's software program may do so. The technical transaction specifications are available at www.wpc-edi.com.

For additional information regarding these methods to verify member eligibility, please refer to Chapter 4 in the Connecticut Medical Assistance Program Manual. To view this chapter, go to www.ctdssmap.com and click on the Information tab, then Publications.

Children not eligible for HUSKY

Children who have complex behavioral health needs but are not eligible for HUSKY may be eligible for participation in the CT BHP through the Limited Benefit program. The Limited Benefit program does not guarantee access to all Medicaid services covered under HUSKY.

- Non-HUSKY children that are DCF involved simply need to inquire with their caseworker;
• Non-HUSKY children that are not DCF involved will need to apply through the DCF Voluntary Services Program. Providers can obtain instructions on the referral and application process by contacting the DCF Care Line at 800-842-2288. An application will be mailed to the family and the closest DCF regional office will be notified.

Changes in Member Eligibility
Due to the frequent changes that may occur in a member’s eligibility, it is a provider’s responsibility to review the member’s coverage and verify that it is in effect. If a member’s eligibility becomes inactive for a period of time and then becomes active again, the provider must ensure that there is either an authorization still in place with available units or must contact Beacon Health Options for a new authorization.
The primary vision that guided the development of the CT BHP was to develop an integrated public behavioral health service system that offers enhanced access as well as increased coordination of a more complete and effective system of community-based recovery focused services and supports.

The CT BHP’s clinical philosophy emphasizes a care management system that offers easy and timely access to the most appropriate, high quality, recovery focused mental health and/or substance use services for members. The utilization management system supports providers in delivering clinically necessary and effective care with minimal administrative burden. Both Utilization Management (UM) and Care Management (CM) activities are conducted by independently licensed behavioral health clinicians. These care managers and intensive care managers operate under the supervision of board certified, Connecticut licensed psychiatrists. Together, UM and CM provide the foundation to support providers in the delivery of high quality treatment services and supports with minimal administrative barriers.

Utilization Management (UM) is designed to ensure that CT BHP members receive the most appropriate, integrated and effective treatment—and therefore the best clinical outcomes. This is accomplished through the prospective, retrospective and concurrent assessment of the necessity and appropriateness of the allocation of health care resources and services given, or proposed to be given, to an individual.

Care Management (CM) is designed to ensure that those services are coordinated with and on behalf of the child, family or adult, regardless of funding streams.

Both UM and CM encompass management of care from the point of engagement through discharge. Throughout this process, our approach embraces the principles of recovery and resiliency. The President’s New Freedom Commission on Mental Health endorsed the recovery philosophy, for people who have serious mental illness. However, it is clear that the same principles are equally important and applicable to children, families and adults. Therefore, CT BHP’s approach to care management incorporates a substantial role for Peer Specialists and includes system-wide training in the recovery philosophy for individuals and families. Peer Specialists are available to members through community organizations and to all CMAP providers for training, technical assistance and support to those organizations or providers working to embrace a recovery driven system of care. More information on this topic can be found in the Recovery and Resiliency section of this Provider Manual.

**Utilization Management Criteria**

The goal of Utilization Management (UM) is to ensure that all services that are authorized meet the Departments’ definition of medical necessity.

**Medical Necessity**

Please Note: Any and all decisions to deny a service are based on the following medical necessity definition. For purposes of the administration of the medical assistance programs by the Department of Social Services, “medically necessary” and “medical necessity” mean those health services required to prevent, identify, diagnose, treat, rehabilitate or ameliorate an individual's medical condition, including mental illness, or its effects, in order to attain or maintain the individual's achievable health and independent functioning provided such services are: (1) Consistent with generally-accepted standards of medical practice that are defined as standards that are based on
(A) credible scientific evidence published in peer-reviewed medical literature that is generally recognized by the relevant medical community, (B) recommendations of a physician-specialty society, (C) the views of physicians practicing in relevant clinical areas, and (D) any other relevant factors; (2) clinically appropriate in terms of type, frequency, timing, site, extent and duration and considered effective for the individual's illness, injury or disease; (3) not primarily for the convenience of the individual, the individual's health care provider or other health care providers; (4) not more costly than an alternative service or sequence of services at least as likely to produce equivalent therapeutic or diagnostic results as to the diagnosis or treatment of the individual's illness, injury or disease; and (5) based on an assessment of the individual and his or her medical condition.

The Connecticut Behavioral Health Partnership (CT BHP) uses the ASAM Patient Placement Criteria for the Treatment of Substance-Related Disorders: Third Edition (ASAM PPC-3) Published by the American Society of Addiction Medicine, Inc.

**Level of Care Guidelines**

The above standards for medical necessity and medical appropriateness of care have been translated into Clinical Level of Care Guidelines. These guidelines are based on recommendations from Connecticut clinicians with expertise in the diagnosis and treatment of people who have mental illness and/or addictive disorders and members and parents of children with behavioral health service needs. The guidelines also reflect opinions of national experts, citations from standard clinical references and guidelines of professional behavioral health organizations. The Beacon Health Options clinical staff annually review these guidelines. Any recommendations for changes are forwarded to the statutorily mandated Clinical Management Committee for review. Suggested changes are forwarded for review and approval to the Connecticut Behavioral Health Partnership Oversight Council Operations Sub-Committee. Any changes made to the criteria are reflected in the annual quality management program evaluation. Level of Care Guidelines can be accessed on the CT BHP website: [www.CTBHP.com](http://www.CTBHP.com). The substance use treatment guidelines that will inform medical necessity are guided by the American Society of Addiction Medicine (ASAM) criteria. The Level of Care Guidelines assists the clinicians at Beacon Health Options who are reviewing authorization requests from providers, but cannot be used to deny authorization. Denial of authorization for services is solely based on the Medical Necessity definition referenced above.

**Determining Appropriate Services**

The Care Manager reviews the member’s clinical condition and determines the most appropriate services based on medical necessity and the appropriate Level of Care Guidelines.

As part of that review process, the provider and the Beacon Health Options clinician:

- Review, discuss and evaluate physical and behavioral health information about the member that has been provided by qualified professionals who have personally evaluated the individual within their scope of practice, who have taken into consideration the individual’s clinical history including the impact of previous treatment and service interventions and who have consulted with other qualified health care professionals as appropriate.
- Consider the views and choices of the member or the member’s legal guardian, agent or surrogate decision maker regarding the proposed covered service as provided by the clinician or through independent verification of those views and considers the services being provided concurrently by other service delivery systems, and
- Ensure that decisions regarding benefit coverage for children covered by CMAP are in accordance with the Early and Periodic Screening, Diagnosis, and Treatment (EPSDT).
In order to evaluate the appropriateness of a requested service, the Beacon Health Options Care Manager and the requesting provider review four parameters:

- Severity of condition
- Intensity of service
- Psychosocial, cultural, linguistic factors, and
- Least restrictive setting

**Severity of Condition:**
The severity of current signs, symptoms, and functional impairments resulting from the presence of a psychiatric diagnosis are evaluated in determining what specified level is most appropriate at a given point in time. In addition, the presence of certain “high risk” clinical factors warrant consideration in evaluating an individual to determine his/her severity of condition. These factors include, but are not limited to:

- Repeated attempts at self-harm or aggressiveness to others, with documented suicidal or homicidal intent
- Significant co-morbidities (e.g., psychiatric/medical; psychiatric/substance use, psychiatric/intellectual disability/developmental disability; substance use/medical)
- Coexisting pregnancy and substance use disorder
- Medication non-adherence
- Unstable DSM 5 or ICD-10 (effective October 2015) disorder
- History of individual or family violence
- Multiple family members requiring treatment
- Decline in ability to maintain previous levels of functioning, or
- Significant impairment in one or more areas of functioning

**Intensity of Service:**
The level of care authorized should match the individual’s condition, taking into consideration his or her strengths and limitations (e.g., physical, psychological, social, cognitive) and psychosocial needs. It is the expectation of the CT BHP that treatment planning throughout a course of treatment is individualized, specifically states what benefits the member can reasonably expect to receive, what actions the member is expected to take and includes discharge planning from admission. Family members of minors or of adult members, with consent, are to take an active role in all treatment and discharge planning activities.

**Psychosocial and Cultural and Linguistic Factors:**
These considerations represent factors that are either aggravating an individual’s clinical condition or need to be addressed to assure effective treatment. An inappropriate or more intensive level of care may result if the issues are not addressed.

Common stressors/barriers to progress may include:

- Primary language; Absence of services in primary language
- Psychosocial factors
- Lack of culturally appropriate services
- Inadequate housing or homelessness
- Lack of effective family or social support
- Gender-specific issues
- Physical disability or illness
- Recent or imminent stressors
- Recent significant change in school or work performance
- Inability for self-care
- Active legal issues
- Recent or imminent re-entry to the community, and
- Transportation access

**Least Restrictive Setting:**
In general, people respond better to treatment and have better clinical outcomes when they can remain in their homes as an integral part of their families and community. Therefore, the Care Manager and requesting provider carefully consider whether the treatment and setting being requested is the least restrictive environment in which the most appropriate care and treatment can be safely provided.

**Working with Care Managers**

Care management is a set of activities designed to assure that services authorized by Beacon Health Options on behalf of members are integrated to certify the best clinical outcomes. CT BHP services should be coordinated with services provided through other funding streams to ensure consistency and continuity in the overall delivery of services to an individual, child and family.

All Beacon Health Options Care Managers assist with the determination of medical necessity of requested services and work with providers, members and families to coordinate services. Beacon Health Options has two different levels of Care Management: routine Care Management and Intensive Care Management. All clinicians serving in these roles are Master’s Degree trained, independently licensed behavioral health practitioners, or licensed Bachelor of Science in Nursing (BSNs) in the State of Connecticut.

**Care Management**
Care Management activities are generally web based through the secure ProviderConnect platform. Care Management is provided for recipients whose treatment needs may be acute, intermittent or chronic, but whose utilization is within expected parameters. This level of Care Management is performed as part of the process of authorizing services as the Care Manager works with the provider on treatment, discharge, aftercare and follow-up.

**Intensive Care Management**
Intensive Care Management activities include identifying children and adults who are encountering barriers to care and providing short term assistance and problem solving to eliminate those barriers. Each Intensive Care Manager (ICM) carries a caseload of 30-40 children and/or adults.

The Departments and Beacon Health Options in consultation with the Behavioral Health Partnership Oversight Council have established criteria for referral to an Intensive Care Manager (see below for examples). Beacon Health Options conducts analyses on an ongoing basis to identify members that meet the criteria and then refer these individuals to the ICM for follow-up.

If the referred individual does not have an established source for their behavioral health care needs, the ICM will help connect the member to care and will follow-up to see that they stay connected. If an individual is already receiving behavioral health (BH) services, the ICM will case conference with the member/parent and/or providers to determine and/or identify opportunities to improve the member’s care. If a child has complex service needs and would benefit from wraparound services, the ICM may refer the child to a Community Collaborative for care coordination or in the case of an adult member refer the member to a
Local Mental Health Authority (LMHA) and/or other community resource. If a member already has a Care Coordinator, Enhanced Care Coordinator or is DCF involved and has a caseworker, the ICM would offer assistance to help stabilize the member. Finally, for those members with co-morbid medical conditions, the ICM will coordinate with Community Health Network of Connecticut (CHN CT) and/or provider.

**Sample ICM Referral Criteria**
- Delay of discharge from emergency department or hospital setting
- Multiple emergency departments visits in short period of time
- High risk hospital discharge (i.e., multiple risk factors, recent prior admissions)
- History of unsuccessful connections to care
- Disruptions in placement due to behavior;
- Serious medical co-morbidities, and/or
- Transition risk - age 17 years and receiving multiple behavioral health services

**Sample Plan/Interventions**
- Collaborate and coordinate with involved state agencies, hospitals and member specific team;
- Participate in care planning with member and/or family members
- Identify alternative services that had not been considered by provider or family
- Monitor success of connection to care and intervene if connection is disrupted
- Facilitate access to and/or enrollment of provider with special qualifications (e.g., language specialty), and/or
- Assist with coordination of Wellness Recovery Care Plans (WRAP) with adult populations, Local Mental Health Authorities, and DHMAS

**Peer Based Services**
Peers are adult behavioral health consumers, who are in long term recovery, and who utilize their lived experience to provide education and outreach to members. Peers can be parents of children with behavioral health needs or adults who are receiving, or have received behavioral health or substance use services. (For Additional information on Peer Services: See Page 39).

**CRITICAL ELEMENTS IN TREATMENT AND RECOVERY PLANS**

The CT BHP expects all providers to develop a treatment and recovery plan with the member and the member’s family as appropriate. The content of the treatment plan may vary depending on the complexity of the member’s needs, the array of services being provided, and the duration of the episode of care. Nevertheless, Care Managers and Intensive Care Managers talk with providers about the member’s treatment and discharge plan as part of every review process.

The following list includes key elements that the CT BHP expects to be documented as part of client-centered treatment, recovery and/or discharge planning:
- Member strengths and resources
- Primary therapist
- Primary Care Physician
- Date of most recent treatment plan update
- Measurable goals
- Behavioral objectives
- Treatment modalities and frequency, including
- Individual therapy
- Family therapy
- Group therapy
- Partial hospitalization
- Medication management
- Case management
- Substance Use Services, and/or
- Other
- Medical conditions
- Medications (type, dosage)
- Family and other natural supports, and involvement
- Community resources involvement
- Consultations
- Substance use issues/treatment
- Treatment obstacles and strategy for overcoming obstacles
- Date of planned discharge, and
- Wellness Recovery Action Plan (WRAP)

**OTHER REVIEWS CONDUCTED BY CT BHP**

In addition to conducting prior authorization and concurrent reviews, Care Managers may also conduct record reviews. In some instances, those reviews are related to reimbursement of services. In others, the Care Managers, as an integral part of the overall Quality Management Program, are verifying the quality and appropriateness of services provided.

CT BHP providers are required to cooperate with all record reviews conducted by Beacon Health Options. Findings of the reviews will be shared with the provider. If findings are not favorable to the provider, the provider is offered an opportunity to provide additional information and/or implement an improvement or corrective action plan.

**Focused Chart Reviews**

Beacon Health Options may conduct focused chart reviews of a provider whenever concerns are raised about a particular member or about the services a provider is offering to multiple members. Such reviews may be conducted on site and without prior notice to the provider.

**Retrospective Reviews**

A retrospective review for medical necessity is a review conducted after services have been provided to the member. Retrospective reviews may also occur when a decision regarding the authorization of a service previously administratively denied is overturned on appeal. Under these circumstances, the service would be retrospectively reviewed for medical necessity.

Retrospective reviews for medical necessity typically involve the review of the medical record for the dates of service in question. Providers are encouraged to submit a copy or portion of the medical record that will best assist in determining medical necessity, along with their request for a retrospective review. When all the necessary clinical information accompanies the request, a decision will be rendered within 30 calendar days. However, if the request is made verbally, the provider will be notified by mail that additional information is needed and will be given 45 calendar days to respond to the request. If the information is not received within that timeframe, the appropriate administrative or clinical denial is issued. In those instances when the information is received within the timeframe, the review of the record will be conducted and a decision made within 15 calendar days of the receipt of the necessary information.
Most retrospective reviews are the result of the member being granted back-dated eligibility and the provider subsequently asking for the authorization of services rendered during the now covered time period. When a member is granted eligibility and that eligibility is back-dated, providers who provided services to the member during the now covered period of time can request that those services be reviewed for medical necessity, within 90 days of eligibility being updated. These retroactive medical necessity reviews are a subset of retrospective reviews and follow the policy and procedures that govern retrospective reviews. For a retroactive review to be conducted, the effective date of eligibility must span the date(s) of service.

**OVERVIEW OF AUTHORIZATION AND REGISTRATION OF SERVICES**

**Authorized Services** – are those for which the treating provider must register services to obtain authorization for treatment and concurrent (continuing stay) reviews for an extension of the previous authorization. Beacon Health Options offers a web-enabled application for registration of services that require authorization (i.e. Inpatient, PHP, Outpatient, IOP, Ambulatory Detoxification, Methadone Maintenance, Psychological Testing, ASD, Home-Based and Home Health services.) See Registering Services on the Web: Page 22). Categories of services that require registration are:

- Psychiatric Hospitalization
- Inpatient Detoxification
- Residential Detoxification
- Crisis Stabilization Bed (CARES unit)
- Short-term Family Integrated Treatment (S-FIT)
- Psychiatric Residential Treatment Facility (PRTF)
- Residential Treatment Center (RTC) for Children through DCF
- Adult Group Homes through DMHAS
- Child Group Homes through DCF
- 1:1 for Children in Congregate Care for DCF
- Partial Hospitalization (PHP)
- Intensive Outpatient Services (IOP)
- Electroconvulsive Therapy (ECT)
- Methadone Maintenance
- Ambulatory Detoxification
- Extended Day Treatment (EDT)
- Home-based Services for Ages 21 and under
  - Intensive In Home Children and Adolescent Psychiatric Services (IICAPS)
  - Multidimensional Family Therapy (MDFT)
  - Multi-systemic Therapy (MST)
  - Functional Family Therapy (FFT)
- Outpatient Services
- Case Management for < 19 years of age (after initial 3 hours)
- Autism Spectrum Disorder (ASD) Services
- Psychological Testing, and
- Home Health Services for Behavioral Health issues
While some services requiring authorization are conducted via telephonic reviews, most are completed via the CT BHP web registration system (ProviderConnect). Registration is conducted at the time of the initiation of services when the member is accepted for treatment. For services that require registration, please visit the CT BHP website at www.CTBHP.com. See “Registering Services on the Web” below.

**THE PROCESS OF SERVICE REGISTRATION/AUTHORIZATION**

In order to complete a review that is both efficient and comprehensive enough to establish the appropriate level of care and service necessary, an established set of questions are presented for the provider as they relate to the particular member’s need and service. These questions can be viewed in their entirety on the CT BHP website www.CTBHP.com under “For Providers”.

**Registering Services on the Web**

Beacon Health Options offers a web-enabled application for registration of services that require authorization (i.e. Inpatient, PHP, Outpatient, IOP, Ambulatory Detoxification, Methadone Maintenance, Psychological Testing, ASD, Home-Based and Home Health services.) Access to this application is located by going to: www.CTBHP.com under For Providers. The “For Providers” homepage provides access to the ProviderConnect security access form to obtain an ID and password, user manuals and training videos. The following steps outline the procedures for accessing and utilizing ProviderConnect:

**Step 1:** Before accessing the system, providers and/or system users must print, complete and submit an **Online Services Account Request Form** to obtain a User ID and Password. This ID and password will establish secure access to the system.

**Step 2:** Our comprehensive user’s manual and our training videos provide screen shot by screen shot reference guides to entering registrations for system users. Providers are strongly encouraged to print the user manual or watch our training videos before attempting to complete registrations and/or re-registrations/concurrent reviews.

ProviderConnect links directly to the Beacon Health Options’ management information system so authorization numbers are automatically generated and subsequent authorization letters are then available to print at the provider’s practice location.

**Authorization of Services**

For those services requiring a telephonic review, the Care Manager and provider will complete the review process and, in most cases, will come to an agreement about the services to be authorized and the authorization period (or number of units). For those services that are completed via the registration process, when the service units and date span are in keeping with established parameters, the services are authorized at the conclusion of the registration process in ProviderConnect. In both these situations, the provider is given an authorization number and a written notice of the authorization is available to that
provider. In keeping with CMAP regulations, notices indicate that authorization does not confer a guarantee of payment. The basis for all decisions will be documented.

When a provider makes a request for a level of care that is not consistent with the Level of Care (LOC) Guidelines, the provider is informed and, where possible, the provider is made aware of the medical necessity criteria and appropriate LOC. The reviewer may also suggest medically appropriate alternatives to the requested LOC when these alternatives might better meet the providers stated goals and the members identified needs. In situations where there is agreement, the care will be authorized.

Please find copies of review templates at www.CTBHP.com under the Provider section.

A Care Manager can only authorize treatment. Any decision to deny, partially deny, reduce, suspend or terminate services must be made by a Peer Advisor. Peer Advisors must be a doctoral level psychologist, a psychiatrist, an ASAM-certified physician, or a certified addiction medicine specialist. Peer Advisors will be involved only in reviewing cases that fall within their area of clinical expertise.

**Medical Director/Peer Advisor**

If the Care Manager is unable to authorize the care requested by the provider, the Care Manager will refer the request to a Medical Director/Peer Advisor. The CT BHP Medical Directors, contracted psychiatrists, or doctoral level psychologists may conduct consultations.

Peer Advisors review those requests in which services do not appear to meet medical necessity guidelines and/or those in which the Care Manager may identify a potential quality of care issue.

The Peer Advisor reviews the available clinical information and attempts to contact the referring provider for a telephonic consultation. If the Peer Advisor can reach the referring provider, the case is reviewed with the provider. If the Peer Advisor is unable to reach the referring provider, the Peer Advisor will render the decision to authorize (or not) the requested services based on the available clinical information within appropriate timeframes.

The Peer Advisor or Care Manager will inform the provider telephonically of the decision. A written notification is also sent to the member and provider in accordance with requirements of the CT BHP. The written notification includes a description of the rights to appeal the decision and the process by which to file that appeal.

**PARTICIPATING IN A CONCURRENT (CONTINUING STAY) REVIEW**

After the initial authorization is given, the second and subsequent reviews focus on identifying progress in treatment and planning for discharge. It will be the responsibility of the provider to initiate the concurrent review process, specifically, to contact the Care Manager prior to the end date of the authorization to insure continued authorization and service provision as appropriate. In most instances, the provider and the Care Manager establish a mutually agreeable time for the next review.

A concurrent authorization review is held between the provider who is presenting the information and the Beacon Care Manager. Concurrent reviews focus on the member’s response to treatment, the continuing severity of symptoms, appropriateness and intensity of the treatment plan, and the provider’s progress in discharge planning and arranging aftercare. The Care Manager also checks the involvement of family
members and/or other significant individuals in the treatment and discharge planning. Just as in the initial authorization process, the Care Manager documents all clinical information received and the basis for the services authorized.

For those services requiring a telephonic review, the Care Manager conducts the review with the provider and, in most cases, will come to an agreement about the services to be authorized as well as the authorization timeframe and/or number of units. For those services that are completed via the registration process, providing the service units and date span are in keeping with established parameters, the services are authorized at the conclusion of the registration process in ProviderConnect. Providers can access authorization schedules by visiting the CT BHP website and clicking on ‘For Providers’ then ‘Covered Services’. The provider should then click on the link that identifies the correct provider type under the ‘Authorization Schedule’ header. In both these situations, the provider is given an authorization number and a written notice of the authorization is made available to the provider either via ProviderConnect or by mail at the provider’s request. The authorization notice includes language that indicates that the authorization does not confer a guarantee of payment.

When a provider makes a request for a Level of Care (LOC) that does not meet medical necessity criteria for the individual, the provider is informed of this. The reviewer will work with the provider to make them aware of alternatives to the requested LOC in terms of type, frequency, timing, site, extent, duration and effectiveness for the member's illness. In situations where there is agreement, the care will be authorized. In situations when there is continued disagreement, the Care Manager will inform the provider that the case needs to be referred to a Physician Peer Advisor for review.

Upon receiving all necessary clinical information required to make a level of care determination, a concurrent review decision is made. All times will be measured from the time the Care Managers or Peer Advisors have received all requested information.

**DISCHARGE & AFTER CARE PLAN**

In order to ensure a high level connect to care rate, Care Managers will verify discharge information to establish that the treated member is ready to discharge from the treating level of care.

In order to determine that a member has connected to treatment at the aftercare facility following discharge from a more acute level of care, Beacon Health Options staff will contact the Member and or aftercare service provider who has been identified during the acute care discharge review process.

**CT BHP Bypass Programs**

Bypass Programs are a Utilization Management strategy that provides administrative relief to identified providers by authorizing care at the initiation of care for longer periods, thus decreasing the number of concurrent reviews required for an episode of care. At present, there are Bypass Programs available to Inpatient mental health units that treat adult and/or child/adolescent members as well as Intensive Outpatient providers and IICAPS services for our child/adolescent populations. These programs must meet criteria particular to the level of care such as average length of stay (ALOS), duration and/or intensity as well as quality standards. As an example, the following describes an abridged listing of criteria and methodology utilized to identify providers who are eligible to participate in the Inpatient Bypass program for adults.

Eligibility for the Bypass Program for adult Inpatient psychiatric services is based upon:

- Treatment of an annually determined minimum volume of members during the previous calendar year, and
• An ALOS that is no greater than the annually determined number of standard deviations from the statewide average

• A 7-day readmission rate that remains below the annually established rate

• Discharge information for all members entered via web at an annually determined rate, and

• Verification that the provider has no current corrective action plans related to quality of care involving the targeted adult Inpatient unit/s
The primary goal of Beacon Health Options Quality and Network Management Program is to continuously improve patient/member care and services. Through data collection, measurement and analysis, opportunities for improvement in care and services are identified and addressed. Data collected for quality improvement activities are frequently related to key indicators of quality that include high-risk diagnoses or services to special populations, or access to care. The Quality and Network Management Program ensures that the data collected to assess performance and/or outcome are valid, reliable and comparable over time.

Providers have a variety of opportunities to participate in and/or provide input to the Quality Management Program that has been implemented by Beacon Health Options on behalf of the CT BHP. Some of those opportunities include participation in:

- The Behavioral Health Partnership Oversight Council, either the Adult or the Child Quality, Access and Policy Committees, public forums, and/or training sessions that are offered
- The development of performance indicators that are subsequently used to compare the provider’s performance against the performance of their peers
- Beacon Health Options CT Bypass Programs whereby the provider is granted administrative relief from certain requirements of prior authorization and continuing stay reviews
- The review of Beacon Health Options Level of Care Guidelines that relate to care management and intensive care management and the adaption of those guidelines to meet the needs of the Connecticut behavioral health delivery system, and
- Quality improvement initiatives with other providers

**Provider Responsibilities as part of the Beacon Health Options Quality and Network Management Program**

Providers also have an array of responsibilities for assuring the quality of services provided to CT BHP members. These responsibilities include, but are not limited to:

- Honoring member rights
- Complying with standards for the documentation of members’ conditions and services provided
- Proactively coordinating members’ treatment with other practitioners and agencies also serving the member or the child’s family
- Supporting the involvement of Beacon Health Options ICMs in planning services for members with high needs or complex conditions
- Contacting Beacon Health Options in a timely manner (prior to authorization end date or prior to exhausting authorized units, whichever comes first) when requesting an extension of authorized services to ensure non disruption of authorization and service provision
- Cooperating with all reviews conducted by Beacon Health Options staff to assess the quality and appropriateness of services provided and the validity of information provided to Care Managers against claims submitted
- Taking corrective action as indicated following reviews conducted by Beacon Health Options staff
- Maintaining an internal quality management program to ensure that opportunities for improvement are identified and appropriate actions are implemented
• Notifying Beacon Health Options of any limits on a provider’s ability to accept new members or to serve members currently in care
• Maintaining appointment time availability as contractually specified
• Refraining from billing members in accordance with Title XIX requirements, and
• Reporting of all “adverse incidents” involving a CT BHP member

FILING INQUIRIES, COMPLAINTS, GRIEVANCES AND COMPLIMENTS

Both providers, as well as members, have the right to file inquiries, complaints, and grievances about any aspect of the CT BHP program or the performance of Beacon Health Options. Concerns related to denials based on procedural issues are discussed under the heading “Filing Administrative Appeals” below.

Provider and member inquiries, complaints, and grievances may be submitted telephonically to the Beacon Health Options Customer Service toll-free number, 877-552-8247.
Written inquiries, complaints, and grievances may be mailed or faxed to:

Connecticut Behavioral Health Partnership
ATTN: Complaints and Grievances Coordinator
500 Enterprise Drive, Suite 3D
Rocky Hill, CT 06067
OR
Fax: 855-575-6532 (toll free)
Email: ctbhappeals@beaconhealthoptions.com

At a minimum, the person submitting the above information must include the following information:

• Category of submission (inquiry, complaint, grievance or compliment)
• Name of the person submitting
• Address of the person submitting
• Best contact telephone number of the person submitting, and
• The situation being addressed (e.g., please include original complaint information, date and resolution, when submitting a grievance)

Beacon Health Options will address and respond to all inquiries, complaints, grievances or compliments within thirty (30) calendar days from the date of filing. All items will be tracked, trended and included in a summary report to the Departments. Pertinent trends will be addressed through the Quality Management Program. Beacon Health Options understands the role that complaints and grievances play in identifying opportunities to improve the quality of care and service for CT BHP members. Our continuous quality improvement framework is based on the premise that all members and their providers have a voice in the services they receive and provide. Through its complaint and grievance policies, Beacon Health Options sets forth one of the most important structures through which members and providers may express concerns about access to or the quality of those services.

Complaint and Grievance Process

Providers may file a complaint, either verbally or in writing, to Beacon Health Options at the fax, phone number or address noted on page 27. A written acknowledgement of receipt of the complaint is sent out within five (5) calendar days of receipt and one (1) calendar day for complaints that involve urgent care.
Investigation and resolution of all non-urgent complaints, including notification to the complainant occurs within thirty (30) calendar days of the receipt of the complaint. A one-time extension of fifteen (15) calendar days can be used when the complaint determination cannot be made within the required timeframe, provided that the reason for the extension is solely for the benefit of the CT BHP member and the complainant is notified prior to the end of the thirty (30) day calendar period. The final determination and notification is then made within forty-five (45) calendar days of the receipt of the complaint. All notifications of complaint resolutions include the notice of the right to file a grievance, as well as the timeframe and method for filing a grievance.

Provider complaints received by Beacon Health Options that are related to CMAP enrollment or any aspect of their facility agreement will be directed to the DXC Technology Provider Assistance Center (as referenced above in the Provider Enrollment section). Beacon Health Options recognizes that there may be occasion for a provider to contact DSS, DMHAS or DCF directly, and the appropriate contact information will be given to the provider at that time.

If the provider is not satisfied with the proposed resolution of the complaint, the provider may request a formal grievance, either verbally or in writing, within ninety (90) calendar days of receipt of the proposed resolution to the complaint.

Notice of the grievance decision will be issued within thirty (30) calendar days of receipt of the grievance request from the provider. A one-time extension of fifteen (15) calendar days can be taken when a resolution cannot be reached within the above noted thirty (30) calendar day timeframe and the extension is solely for the benefit of a member.

**FILING ADMINISTRATIVE APPEALS**

In the event that Beacon Health Options determines that a provider did not comply with utilization management policies and procedures and subsequently administratively denies the request for care, a CT BHP provider may file an administrative appeal.

The administrative appeal must be filed no more than ten (10) calendar days after receipt of the determination from Beacon Health Options. The administrative appeal must cite the denial being appealed and provide a rebuttal that includes additional information or good cause.

Administrative appeals may be submitted telephonically to the CT BHP Customer Service toll-free number, 877-552-8247.

Written appeals may be mailed or faxed:

    The Connecticut Behavioral Health Partnership
    Attention: Quality Department
    500 Enterprise Drive, Suite 3D
    Rocky Hill, CT 06067
    OR
    Fax: 855-575-6532 (toll-free)
    Email: ctbhpappeals@beaconhealthoptions.com

All administrative appeals will be logged, tracked and trended in a database tracking system and monitored on at least a semi-annual basis to identify trends.
Beacon Health Options will mail a notice of the determination to the provider within seven (7) business days following receipt of the administrative appeal. The notification shall include the principal reason for the determination. There is only one level included in the administrative appeal process. At the conclusion of the level one administrative appeal determination, the administrative appeal process will be exhausted.

When an administrative appeal determination reverses the original denial determination under appeal, in whole or in part, the administrative appeal determination includes a review of the medical necessity of the original denial determination and the appeal decision and notification includes the result of both administrative and clinical review of the original request and associated denial determination.

**FILING CLINICAL APPEALS**

Providers, and members or their designated representatives, may appeal decisions of Beacon Health Options to deny, partially deny, reduce, suspend or terminate services based on the lack of medical necessity of those services. All clinical appeals are logged and trended in a database tracking system. The substance of appeals and the actions taken as a result of appeals will also be documented in the member’s utilization record.

**Provider Clinical Appeals**

Individual practitioners and facility providers have the right to initiate a clinical appeal of any medical necessity denial, partial denial, reduction, suspension or termination of service.

A practitioner or facility rendering service can submit written comments, documents, records and other information relating to the case, which is being appealed. Beacon Health Options considers all such submitted information in considering the appeal, regardless of whether such information was submitted or considered in the initial consideration of the case.

There are two (2) levels of clinical appeals for providers; both are internal to Beacon Health Options.

**PROVIDER LEVEL I CLINICAL APPEAL:**

Note: A Beacon Health Options Peer Advisor (PA) who is neither the individual who made the original decision nor the subordinate of such an individual will conduct the Level I Clinical Appeal.

Upon receipt of the denial decision from Beacon Health Options, a provider may initiate the Level I Appeal process by notifying Beacon Health Options either verbally or in writing to:

The Connecticut Behavioral Health Partnership  
Attention: Quality Department  
500 Enterprise Drive, Suite 3D  
Rocky Hill, CT 06067  
OR  
Tel: 877-552-8247  
Fax: 855-575-6532 (toll free)  
Email: ctbhpappeals@beaconhealthoptions.com

Providers are required to initiate the Level I Appeal no later than ten (10) calendar days after receipt of the decision to deny, partially deny, reduce, suspend or terminate a behavioral health service.
Beacon Health options shall complete arrangements for peer review within one (1) business day upon notification of an appeal request, to be conducted at a mutually agreed time. A peer desk review will be conducted if the provider peer is unavailable or is accepting of an alternative good or service. Beacon shall render determination in response to the appeal request and notify the provider telephonically, no later than one (1) business day following completion of the peer review or peer desk review. Beacon shall mail notice of the appeal determination to the provider within three (3) business days.

Beacon Health Options will mail the provider a written Level I Appeal determination within three (3) business days of the determination. The Level I Appeal determination will include a reminder to the provider that if the provider is dissatisfied with the Level I Appeal determination that the provider has the right to request a Level II Appeal with Beacon Health Options.

**PROVIDER LEVEL II CLINICAL APPEAL:**

*Note: A Beacon Health Options Peer Advisor (PA) who is neither the individual who made the original decision or previous Level I Appeal decision nor the subordinate of such individuals will conduct the Level II Clinical Appeal.*

Upon receipt of the Level I Appeal determination, if the provider is dissatisfied with the determination, a provider may initiate the Level II Appeal process by notifying Beacon Health Options either verbally or in writing to:

The Connecticut Behavioral Health Partnership  
Attention: Quality Department  
500 Enterprise Drive, Suite 3D  
Rocky Hill, CT 06067  
OR  
Tel: 877-552-8247  
Fax: 855-575-6532 (toll free)  
Email: ctbhappeals@beaconhealthoptions.com

The provider will be required to initiate the Level II Appeal no later than fourteen (14) calendar days after receipt of the Level I Appeal determination. The provider **must** submit additional documentation in support of the Level II Appeal, including the member’s medical records, within thirty (30) calendar days of the request for the Level II Appeal. If Beacon Health Options does not receive the member’s medical record within thirty (30) calendar days, the Level I Appeal determination will stand and the Level II Appeal will be considered closed.

Beacon Health Options will mail the provider a written Level II Appeal determination no later than five (5) business days after the receipt of information deemed necessary and sufficient (including the member’s medical records) to render a determination.

**Member Clinical Appeals**

Members or their designated representatives, a conservator, or the member’s parent or guardian if the member is under 14 years of age, have the right to initiate the appeal of any clinical denial, partial denial, reduction, suspension or termination of a Medicaid service. For all members ages 14 and older, they may have their parent, guardian, or provider appeal on their behalf by completing the Appointment of Authorized
Representation form which is included with the denial letter to all members and providers. This appeal must be submitted within sixty (60) calendar days from receipt of either a Notice of Action or a Denial Letter.

All CT BHP members have two levels of Clinical Appeals. The Level I Appeal process is internal to Beacon Health Options. The Level II Appeal process is external and varies by the member’s benefit package.

**HUSKY HEALTH MEMBERS (HUSKY A, B, C AND D)**

Once Beacon Health Options has denied, partially denied, reduced, suspended or terminated services, a letter called a Notice of Action will be mailed to the member. The Notice of Action will state why a specific service was denied, partially denied, reduced, suspended or terminated. Along with the Notice of Action letter, the member will also receive a “What You Should Know” letter which explains the appeal process and an Appeal and Administrative Hearing Request Form.

The member must complete a paper called the Appeal and Administrative Hearing Request Form and mail or fax it within sixty (60) calendar days from receiving the Notice of Action to:

State of Connecticut - Department of Social Services  
Office of Legal Counsel & Administrative Hearings, Appeals  
55 Farmington Ave, Hartford, CT 06105  
FAX: 860-424-5729

When DSS receives this Appeal and Administrative Hearing Request Form, DSS will forward the appeal request to Beacon Health Options. Upon receipt of the appeal, Beacon Health Options, on behalf of the CT BHP, will mail the member an Acknowledgement Letter, letting the member know that Beacon Health Options has received the appeal request. Beacon Health Options will make a determination, at the earliest point possible, but no later than fourteen (14) calendar days after receiving the appeal. The member will receive a letter, which will tell them the decision that was made for a Level I Appeal. If the denial is upheld during the Level I Appeal, the member will receive a separate notification of the scheduled Administrative Hearing from DSS.

Members may request to speak or meet with Beacon Health Options staff or submit additional information for review during the appeal process. If the member makes this request, the meeting must be scheduled within fourteen (14) calendar days of submitting the Appeal and Administrative Hearing form. To make this request, please contact the CT BHP Customer Service at 877-552-8247.

Beacon Health Options will provide DSS with a summary of the initial denial and Level I Appeal for all members within ten (10) business days prior to the scheduled fair hearing.

Upon receipt of the Level II Appeal Fair Hearing determination from DSS, Beacon Health Options will update the Appeals database and comply with the Level II Appeal determination.

If a member does not show up to a scheduled Administrative Hearing or does not contact DSS to reschedule an Administrative Hearing, the appeal determination made by Beacon Health Options will stand.

**LIMITED BENEFIT MEMBER CLINICAL APPEALS (DO5):**

For Limited Benefit members, the Level I Appeal is internal to Beacon Health Options. Limited Benefit members’ Level II Appeal Fair Hearing with DCF occurs after a Level I Appeal determination has been made.
Level I Medical Necessity Appeal requests may be accepted in writing via mail or fax or email to:

The Connecticut Behavioral Health Partnership
Attention: Quality Department
500 Enterprise Drive, Suite 3D
Rocky Hill, CT 06067
Fax: 855-575-6532 (toll free)
Email: ctbhpappeals@beaconhealthoptions.com

Level I Appeal determinations are made at the earliest point possible, but no later than fourteen (14) calendar days of filing the appeal. Beacon Health Options will mail the written determination to the member, the member’s conservator, the member’s parent, or guardian and/or the DCF central office contact person for any child who is committed to or in the custody of DCF, by certified mail, within fourteen (14) calendar days of the filing of the appeal.

The Level I Appeal determination includes a reminder that if the member is dissatisfied with the Level I Appeal determination that the member has the right to request a Level II Appeal with DCF within sixty (60) calendar days of the receipt of the Level I Appeal determination. The Level I Appeal determination includes a DCF Level II Appeal Fair Hearing Request form and instructions.

Beacon Health Options will provide DCF with a summary of the initial denial and Level I Appeal for all Limited Benefit program members within ten (10) business days prior to the scheduled fair hearing.

Upon receipt of the Level II Appeal Fair Hearing determination from DCF, Beacon Health Options updates the Appeals database and complies with the Level II Appeal determination.

**Conducting an Expedited Appeal at the Member’s Request:**

Beacon Health Options will conduct an appeal on an expedited basis if the 14-day appeal timeframe could jeopardize the life or health of the member or the member’s ability to regain maximum function. Beacon Health Options will determine, within one (1) business day of receipt of an appeal that contains a request for an expedited review, whether to expedite the review or to perform a review according to the standard timeframes. Beacon Health Options will expedite its review in all cases in which such a review is requested by the member’s treating provider. The request for an expedited review may be made in writing or telephonically.

An expedited review shall be completed and an appeal decision issued within a timeframe appropriate to the condition or situation of the member, but no more than three (3) business days from Beacon Health Options’ receipt of the appeal from DSS or from the member, unless the member asks to meet with the decision maker and/or submit additional information.

If the member asks to meet with the decision maker and/or submit additional information, the decision maker shall offer to meet with the member within three (3) business days of receipt of the appeal from DSS or the member, and Beacon Health Options will issue its determination not later than five (5) business days after receipt of the appeal. The meeting with the member may be held via the telephone or at a location accessible to the member, subject to approval of DSS’s Regional Offices. Any of DSS’s office locations may be available for video conferencing.
ADVERSE INCIDENTS REPORTING

Providers are required to report all “adverse incidents” involving a Medicaid member to Beacon Health Options by calling 877-55 CT BHP [877-552-8247].

Adverse Incidents - Beacon Health Options

An occurrence that represents actual serious harm to the wellbeing of a member who is currently receiving services or has been recently discharged from behavioral health services Note: Receiving current services is defined as follows: within 90 days - outpatient / within 30 days - higher levels of care).

Some contracts may require additional reporting, outside of when the current or past service has been received by the member.

Sentinel Events/Adverse Incidents occurring within or on the grounds of a behavioral health facility that either results in death of the member or immediately jeopardizes the safety of a member receiving services in any level-of-care includes:

- Unanticipated death occurring in any BH setting (e.g., suicide, homicide, unexpected death by medical cause), that is related to a behavioral health condition or treatment
- Absence without authorization (AWA) involving a member who is unstable / at risk or under the age of 18 including AWA of a member of any age who was admitted or committed pursuant to State laws and who is at high risk of harm to self or others
- Falls that have serious consequences or multiple falls without evidence of safety precautions being put in place in a treatment setting
- Any serious injury when in a treatment setting resulting in urgent / emergent interventions. A serious injury is an injury that requires the individual to receive medical treatment including transport to an ER or acute care hospital. This is independent if medical admission occurs
- Unplanned transfers to a medical unit (i.e. when a member has an exacerbation of symptoms related to a chronic or current medical condition) that went undetected and/or there was inadequate evaluation and monitoring of chronic or current conditions
- Significant sexual behavior with other patients or staff, whether consensual or not, while in a behavioral health treatment setting. All incidents that results in police contact or legal involvement are considered significant
- Serious adverse reaction to BH treatment requiring urgent or emergent medical treatment (e.g. neuroleptic malignant syndrome, tardive dyskinesia, other serious drug reaction)
- Medication/treatment errors
- Violent/Assaultive behavior with physical harm to self or others (e.g., attempted murder, physical assault) and requiring urgent or emergent medical intervention (indicate in documentation if perpetrator was staff or member/visitor, etc.)
- Unscheduled event that results in the evacuation of a program or facility and may result in the need for finding alternative placement options for members
- Suicide attempt demonstrating significant risk to member at a behavioral health facility resulting in serious injury that may or may not require medical admission
- Self-Inflicted harm in a behavioral health treatment setting that may or may not require urgent or emergent treatment (i.e. self- injurious behaviors, suicide gestures, non-lethal, such as cutting)
- Property damage, including that which occurs secondary to the setting of a fire, due to the intentional actions of a Beacon member while in a behavioral health treatment setting
- Human Rights Violations (e.g. neglect, exploitation)
- Illegal activity (i.e. possession/sale of illicit drugs, alcohol, weapons, prostitution, public nudity in a treatment setting this is independent of harm to self or others including if there were any arrest(s)
- Other occurrences representing actual serious harm to a member not listed above - requires explanation

Provider reports of adverse incidents are treated confidentially and are processed in accordance with "peer protection" statutes. Based on circumstances of each incident, or any identified trend of incidents, Beacon Health Options may undertake an investigation designed to provide for member safety. As a result, providers may be asked to furnish records, and/or engage in corrective action to address quality of care concerns and any identified deviations from a reasonable standard of care.

**Please note:** Irrespective of their membership in the CT BHP, the above is not meant to replace the provider’s requirement under CT General Statute 17a-101 to contact the DCF Care Line 800-842-2288 to report any suspicion of abuse or, neglect regarding any child. Additionally, the above is not meant to replace the provider’s requirement under CT General Statute 17a-452b to contact DMHAS Critical Incident Line 860-418-8750 to fulfill Critical Incident Reporting requirements.

**SITE VISITS FOR QUALITY REVIEWS**

Beacon Health Options conducts site visits at provider facilities and/or offices on behalf of the CT BHP. A site visit may be conducted as part of monitoring an investigation stemming from a member complaint or other quality issue. The current Beacon Health Options QM site visit tool can be made available upon request.

Beacon Health Options will contact the provider to arrange a mutually convenient time for the site visit. The QM site visit process is intended to be consultative and educational. Following the site visit, the provider will receive a written report detailing the findings of the site visit. If necessary, the report will include an action plan that will provide guidance in areas that the provider needs to strengthen in order to comply with CT BHP’s standards.
The Beacon Health Options Provider Relations staff develops and maintains positive relationships within the CMAP provider network. This is achieved in part by working closely with and assisting providers in understanding the managed care system and resolving any questions or concerns about the CT BHP.

The activities of Provider Relations include, but are not limited to:

- Communicating with all providers in a professional and respectful manner
- Responding to both clinical and administrative inquiries and promoting positive provider practices through communication and mutual education. Communication may be made through a variety of platforms including telephone, webinar, website, and email distribution. If you currently do not receive email notifications from us and would like to be added to our list, please contact us with the information listed below
- Developing an ongoing program of provider workshops and training sessions designed to meet the specialized needs and interests of providers as well as educational workshops to reduce administrative responsibilities. Provider Relations staff members provide onsite trainings throughout the state, offer online webinars and host in house meetings to educate and empower providers, enabling them to most effectively navigate the managed care system
- Creating supplementary educational materials to promote and encourage provider education through the use of manuals, handbooks and training videos
- Assisting providers in obtaining login credentials to access ProviderConnect and ClientConnect web applications for registered services and helping them successfully navigate these systems
- Managing all provider information and updates on the CT BHP website, including Provider Alerts, policies, procedures, training and meeting calendars, forms and manuals
- Alerting providers to modifications in the Provider Handbook and any policy and procedure changes or requirements that are not otherwise communicated by the Departments
- Interacting with providers as an administrative agent on behalf of the Departments and assisting with developing and maintaining the provider network capacity for the delivery of all covered services to all members
- Conducting Rapid Response Team meetings with other CT BHP partners to discuss and troubleshoot recent provider issues
- Completing satisfaction and training surveys to gather information from providers that enable us to shape our services in a way that meets provider needs

If you have any questions, concerns or training needs, please contact the Provider Relations Department at 877-552-8247 or via email at ctbhp@beaconhealthoptions.com.
The Compliance Department has been established to ensure that Beacon Health Options is compliant with contractual and regulatory requirements. The Compliance Director reports directly to the CEO and is responsible for addressing any issues concerning compliance and for overseeing the Compliance Department. The Director sits on the Beacon Health Options National Compliance Committee and assures that the Connecticut engagement center is in keeping with applicable regulations, HIPAA standards, contractual obligations and company policy and procedures.

**HONORING MEMBER RIGHTS**

Providers must respect the rights of members they serve and support members in fulfilling their responsibilities.

**Members’ Rights**

Members served through the CT BHP have the right to:

- Be treated with dignity and respect
- Know about the CT BHP and how business is done including, but not limited to:
  - Names and titles of staff members
  - Services covered by the benefit plan, and
  - Rights and responsibilities as a member
- Know about the CT BHP providers including, but not limited to:
  - Names
  - Clinical licenses
  - Specialties
  - Addresses
  - Phone numbers
  - Office hours, and
  - Demographic information such as race or gender (if available)
- Expect that their diagnosis, treatment information and other member-related information be kept confidential. However, sometimes the law requires the release of such information. The CT BHP will only release information to others about a member's diagnosis and treatment if the member, or the member’s legal guardian signs a release of information authorizing the disclosure or if there is an emergency situation that requires the release of information
- Participate with their provider(s) in decision-making regarding their health care
- Talk with their provider about the best treatment options for their condition, regardless of the cost of such care, or benefit coverage
- Tell the CT BHP what they think their rights and responsibilities as a member should be
- Voice complaints about CT BHP or the care provided
- Appeal if they disagree with a decision made by the CT BHP about their care
- Have anyone they choose speak for them in contacts with the CT BHP with a signed release of information form completed
- Know about covered services and benefits offered under their plan, and how to seek these services
- Receive timely care consistent with their need for care
- Know all the facts about any charge or bill they receive no matter who is making payment
- Be free from any form of restraint or seclusion as a means of coercion, discipline, retaliation or convenience
- Change their selected provider at any time without the need for stating a reason
- Receive an explanation from their provider of the process for giving informed consent prior to the start of treatments or procedures requiring such informed consent
- Access their medical records, including the right to request to amend or correct their medical records, when applicable
- Know the measures that will be utilized to ensure the confidentiality of their personal health information
- Expect that CT BHP has policies and procedures to determine who may authorize the release of personal health information, and who may have access to this information when they lack the ability to give consent
- Approve or deny the release of personally identifiable or personal health information that is beyond the standard consent already agreed to when the member applied for and enrolled in their health benefit plan. In such instances, the CT BHP will specify the information to be released when requesting this consent, and
- Exercise the rights described above without any adverse effect on their treatment by the CT BHP and its participating providers

**Member's Responsibilities**

CT BHP members have the responsibility to:

- Learn about their condition and work with their provider to develop a treatment and recovery plan for their care
- Follow the plans and instructions for care they have agreed to with their provider and by asking questions if directions, instructions, medications, or procedures are not understood
- Notify the Department of Social Services and their provider of changes. This includes an address or phone number change
- Assist their provider in assessing any medical or behavioral health needs by providing complete and accurate information about medical history, hospitalizations, medications and other relevant matters pertaining to their health
- Be considerate of their provider, their staff and property, and respect the comfort of other members, and
- Read the Member Handbook, which explains the benefits the member is entitled to receive and the member responsibilities. Questions may be directed to the benefit program’s Customer Service department

As an integral part of respecting member rights, CT BHP providers must inform members of their right to file a complaint or appeal or request a Fair Hearing. In addition, providers should train those staff members that have the most direct contact with CT BHP members on how to assist members in filing a complaint or appeal or requesting a Fair Hearing.

**Confidentiality, Privacy & Security of Identifiable Health Information**

Providers are: (a) expected to comply with applicable federal and state privacy, confidentiality and security laws, rules and/or regulations, including without limitation the federal *Health Insurance Portability and Accountability Act* of 1996 (HIPAA) and the rules and regulations promulgated thereunder, and 42 C.F.R. Part 2; and (b) responsible for meeting their obligations under these laws, rules and regulations, by implementing such activities as monitoring changes in the laws, implementing appropriate mitigation and
corrective actions, and timely distribution of notices to members, government agencies and the media when applicable. In the event that Beacon Health Options receives a complaint or becomes aware of a potential violation or breach of an obligation to secure or protect member information, Beacon Health Options will notify the provider utilizing the general complaint process, and request that the provider respond to the allegation and implement corrective action when appropriate. Providers must respond to such requests and implement corrective action as indicated in communications from Beacon Health Options.

Providers and their business associates interacting with Beacon Health Options staff should make every effort to keep protected health information secure. If a provider does not use email encryption, Beacon Health Options recommends sending protected health information to Beacon Health Options through an inquiry in ProviderConnect or by secure fax.
PRINCIPLES OF RECOVERY AND WELLNESS

We believe that people can and do recover from mental illness and/or addiction and can thrive in the process of taking responsibility for their own lives. A key goal of the CT BHP is to integrate recovery core values, principles, and language into all aspects of treatment delivery. The expected outcome is a system that will be age and gender appropriate, culturally competent, and will be sensitive to issues that affect recovery.

The process of authorizing services must also be done within the framework of the principles of recovery and wellness. Adults, families and children will be directly involved in the treatment and discharge planning processes.

<table>
<thead>
<tr>
<th>Goal</th>
<th>Belief and Approach for Adults with Mental Illness</th>
<th>Belief and Approach for Children and their Families</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stability</td>
<td>People have a stable living situation in an environment they choose.</td>
<td>Children are safely maintained in their homes whenever possible and that home is appropriate to provide permanency and stability.</td>
</tr>
<tr>
<td>Safety</td>
<td>People live, work and play in a safe environment.</td>
<td>Children are protected from abuse and neglect and feel safe in their living environment.</td>
</tr>
<tr>
<td>Social Outcomes</td>
<td>People develop a satisfying social life with meaning and purpose.</td>
<td>Children learn to make friends and feel connected and important.</td>
</tr>
<tr>
<td>Vocational Outcomes</td>
<td>People choose, get, and keep a vocational goal. They use the services and supports available to help them to achieve their chosen goal.</td>
<td>Children choose to participate in school or other learning environments. They use the services and supports to help them succeed in learning.</td>
</tr>
<tr>
<td>Hope</td>
<td>People have hope for the future, meaning, and purpose in their lives.</td>
<td>Families have hope that their child will achieve what he/she wants out of life. The child’s hopes that he/she can have a satisfying life is recognized and supported.</td>
</tr>
<tr>
<td>Skill Development</td>
<td>People develop new skills for independence.</td>
<td>Children develop skills with peers, school, and family.</td>
</tr>
<tr>
<td>Services</td>
<td>The person chooses services that he/she needs to be successful in the community.</td>
<td>Services are wrapped around the child and are provided in the context of the family and community.</td>
</tr>
<tr>
<td>Strengths</td>
<td>People have the strengths and resilience they need to achieve their chosen goals.</td>
<td>Families have the strengths and resilience they need to meet their children’s needs.</td>
</tr>
</tbody>
</table>

Peer Based Services

Peers are an important part of the care continuum. Talking to a person who has had similar experiences has been found to be helpful for members in recovery. Peers are trained, non-clinical Beacon staff with first-hand knowledge of long-term behavioral health or substance use recovery. Peers can be parents of children with behavioral health needs or adults who are receiving, or have received behavioral health or substance use
services. All offer their own personal experience with psychiatric and/or substance use disorders. The CT BHP implements an extensive training program in cooperation with advocacy agencies to build additional leadership and mentoring skills amongst the Peer staff.

Peer services include offering training, technical assistance and support to providers ready to embrace a recovery driven system of care. They support the coverage groups served by the CT BHP and our Connecticut Medical Assistance Providers, working internally and externally to add their voice to the Connecticut recovery movement.

Recovery and resiliency is not merely a philosophy. Its fundamentals are woven through the fabric of our business and are operationalized in our services. Peers provide a resource to the CM/ICM area at the CT BHP, and ensure recovery and resiliency is not only supported, but also encouraged from outreach to outcome.

Goals of the Peer units:
- Provide training and assistance for the CT BHP initiatives
- Improve treatment outcomes by improving treatment engagement
- Normalize the recovery process for our members
- Promote a community of behavioral health support
- Lend their voice to the recovery network in Connecticut

The Peer's role is to:
- Share ways to cope with distressing symptoms
- Provide support and encouragement from the perspective of someone who has lived with similar experience
- Provide educational mentoring
- Promote recovery and resiliency by providing outreach services while serving as a role model/mentor in supporting children and families who need assistance in accessing services or engaging in treatment
- Provide training for providers, adult members, families, community collaborative groups and Beacon staff
- Help promote skill development
- Promote active participation in the treatment process
- Manage a directory of statewide peer support resources
- Develop and distribute educational materials for providers, members and the Beacon staff
- Coordinate educational efforts for families, schools, faith based communities, social and medical health care providers, and
- Work with community collaborative groups and advocacy agencies to support family and community based resources that are culturally competent, and which embrace and promote the principles to recovery and resiliency.

The CT BHP has included Peers in the array of services that are offered directly to or on behalf of members. For more information about Peer services, or to connect a member to Peer services, please contact the CT BHP at 877-552-8247.
Collaboration across Delivery Systems

There are multiple services and supports available to assist CT BHP members. The following grid provides an overview of these services:

| Claims Address | DXC Technology – Provider Services: 800-842-8440  
|                | Member Claims/Billing Services: 866-409-8430  
|                | 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)  
|                | 800-859-9889, for Hearing Impaired: 711 |
| Behavioral Health | Connecticut Behavioral Health Partnership (Behavioral Health Medicaid)  
|                  | 877-552-8247  
|                  | Hearing Impaired: TDD/TTY – 1-866-218-0515 or 711  
|                  | (Medicaid LIA ONLY – Residential SA Treatment, IMD Services & Recovery Support Program – ABH 800-606-3677  
|                  | Website: www.ctbhp.com |
| Transportation | For Husky A, Husky C & Husky D Members,  
|                | Contact Veyo: 855-478-7350  
|                | Website: www.ct.ridewithveyo.com |
| Pharmacy Services | Client Assistance Center: 866-409-8430 or 860-269-2031  
|                  | Hearing Impaired: TDD/TTY – 866-604-3470 or 711 |
|                  | Prior Authorization Assistance Center: 866-409-8386 or 860-269-2030; DSS Website: www.ctdssmap.com |
| Dental Services | Dental Health Partnership/BeneCare: Mon – Fri 8:00am to 5:00pm  
|                  | 855-283-3682; Hearing Impaired: 711; Website www.ctdhp.com |
| Vision Services | Community Health Network – CHN  
|                  | 800-859-9889 |
| CONNECT CARD | Husky A, contact DSS Eligibility Worker  
|               | Husky B, contact Husky Enrollment Center: 800-656-6684;  
|               | Hearing Impaired: 711 |
Medical Coverage
HUSKY Health members receive general medical care through Community Health Network (CHN) of Connecticut. CHN CT is the ASO responsible for physical health services, hospital emergency services as well as ancillary services such as laboratory, radiology and medical equipment, devices and supplies regardless of diagnosis, for all HUSKY members. Limited Benefit members are encouraged to contact the HUSKY Program at 877-CT-HUSKY (877-284-8759) to apply for coverage under HUSKY. Individuals who are deaf or hearing impaired may call the TTD/TTY telephone number at 800-842-4524.

Transportation
Veyo Transit is the non-Emergency Medical Transportation (NEMT) ASO that provides non-emergency transportation for Medicaid enrollees for both medical and behavioral health services that are covered under HUSKY A, C and D. Behavioral Health transportation services to clinics, and independent professionals for routine outpatient, extended day treatment, intensive outpatient, partial hospitalization, detoxification, methadone maintenance, and inpatient psychiatric services are covered. HUSKY B members are not covered for non-emergency medical transportation. Transportation is not provided for non-Medicaid services such as respite, or DCF funded services that are designed to come to the member including Emergency Mobile Psychiatric Services (EMPS), home-based services, or therapeutic mentoring.

Beacon Health Options will make referrals to the closest appropriate providers (typically three names will be given upon request) and avoid referrals to facilities and offices outside of a 10 to 20-mile radius depending on the geographic location of the member to the nearest provider. Beacon Health Options is not required to review provider distance from the member when responding to requests for authorization. The transportation broker will assess all requests for transportation when contacted by the member and it will be up to the transportation broker to apply coverage limitations as appropriate when contacted by the member. In most cases, the transportation broker will be able to make decisions about whether to authorize transportation to the non-closest provider or to a provider that is outside of the 10 to 20 mile radius by working directly with the member. However, the CT BHP will be required to respond to inquiries from the transportation broker if additional information is needed to support authorization of a transportation request.

Beacon Health Options is expected to work to monitor transportation utilization and, if necessary, cooperate with the transportation broker in conducting targeted provider education or training related to the appropriate use of transportation services.
Sharing Expertise and Information
A primary responsibility of all CT BHP providers is to proactively identify potential medical needs of members to whom they are providing behavioral health care services and work with Beacon Health Options Care Managers and the member’s health care providers to assure that both physical and behavioral health care needs are met. This coordination of medical and behavioral health care is also a primary emphasis of the Beacon Health Options Intensive Care Managers.

Telephonic Consultation
To support primary care providers, Beacon Health Options medical staff will be available by phone to offer consultation to primary care physicians serving CT BHP members. This telephonic consultation can be accessed by calling 877-552-8247.

Additionally, ACCESS Mental Health CT is a program that offers free, timely consultative services for PCPs seeking assistance in providing behavioral health care to children and adolescents under the age of 19 years, irrespective of insurance. Specialists will be available to answer questions and provide valuable resources for mental health treatment in your community. A listing of the ACCESS Mental Health Hub Teams, towns covered and contact information is located on the ACCESS Mental Health CT website: http://www.accessmhct.com/

OVERVIEW OF SERVICES COVERED BY THE CT BHP

Outpatient Medical Clinic Services
- Behavioral health evaluation and treatment services provided by freestanding primary care/medical clinics with a primary behavioral health diagnosis and only when provided by a licensed behavioral health professional.

Hospital Outpatient Psychiatric
- The CT BHP is responsible for authorization of all outpatient psychiatric clinic, intensive outpatient, extended day treatment and partial hospitalization services provided by general and psychiatric hospitals for the evaluation and treatment of behavioral health disorders.
- The CT BHP will cover psychiatric evaluation and treatment services related to a medical diagnosis such as psychological testing for a member with traumatic brain injury.

Mental Health and Ambulatory Substance Use Clinics
- The CT BHP is responsible for authorization of all Mental Health and Substance Use Clinic Services regardless of diagnosis.

Emergency and Inpatient
- Services provided related to care for a behavioral health diagnosis.
- CT BHP is responsible for all psychiatric hospital services and all associated charges billed by a psychiatric hospital, regardless of diagnosis.
- The CT BHP is responsible for management and authorization of inpatient and residential detox (inpatient-hospital or inpatient-freestanding) when the substance use diagnosis is primary.
- The CT BHP is responsible for management and authorization of inpatient general hospital services when the behavioral health diagnosis is primary. The behavioral health diagnosis will be considered primary when the billed Revenue Center Code (RCC) and the primary diagnosis are
both behavioral or when the billed RCC is medical but the primary diagnosis on the claim form is behavioral.

- When an admission to a general hospital is initially medical, but the reason for the continued stay becomes behavioral, responsibility for management and authorization of services transitions to the CT BHP.
- The CT BHP will reimburse professional psychiatric services rendered in an emergency department by a community psychiatrist if the psychiatrist is enrolled in CMAP as an independent solo or group practitioner and bills under the solo or group practice ID.

**Home Health Care Services**

Home Health Services are defined as services provided by a home health care agency (as defined in Subsection d of section 19A-4890 of Connecticut General Statutes) that is licensed by the Department of Public Health, meet the requirements for participation in Medicare, meet all DSS enrollment requirements and offer care on a part-time or intermittent basis in the member’s home.

- **CHN CT** is responsible for the authorization and management of home health services when the home health service is for medical diagnoses alone and when the home health services are required for medical and behavioral diagnoses, but the medical diagnosis is primary or the psychiatric nurse or aide cannot safely and effectively manage the member’s medical treatment needs.
- **Beacon Health Options** is responsible for the authorization and management when home health services are required for the treatment of behavioral health diagnoses alone. When home health services are required to treat both medical and behavioral diagnoses but the behavioral diagnosis is primary or the medical nurse or aide cannot safely and effectively manage the individual's psychiatric treatment needs.
- Additionally, **Beacon Health Options** is responsible for management of home health services for a member when the member has a diagnosis of autism as one of the first three diagnoses.

**Individual Practitioners**

- Behavioral health evaluation and treatment services such as Outpatient services, Psychological and Developmental Testing, Consultation, Case Management provided by individual practitioners with a primary behavioral health diagnosis and only when provided by a licensed behavioral health professional.

**Other Services**

- CT BHP is responsible for prior authorizations for Medicaid Members receiving treatment at methadone clinics for methadone maintenance services.
- Internal toxicology screens are included in the weekly Methadone rate. No more than eight (8) external toxicology laboratory tests may be ordered under a single standing order in any calendar year and must be documented in the Medicaid member’s chart.
- Behavioral health assessment and treatment services billed by school-based health centers will be the responsibility of the CT BHP.
- Adult Mental Health Group Homes.
- DCF Congregate Care such as Residential Treatment, Group Homes or S-FIT.
- Rehabilitation clinics for Outpatient, Psychological Testing and Autism Spectrum Disorder Services.
- Psychiatric Diagnostic Interviews of the DCF Multi-disciplinary examinations.
OVERVIEW OF SERVICES COVERED UNDER MEDICAL BENEFITS

The following are only a summary of services for which CHN CT the medical ASO will retain oversight. Please Note: The following summaries do not supersede Medical ASO coverage responsibilities as established in provider contracts with DSS:

- Programs and procedures designed to support the identification of untreated behavioral health disorders in medical patients at risk for such disorders, some of which are conducted by general medical providers.
- Pharmacy services and all associated charges, regardless of diagnosis, remain under the auspices of the medical benefits. The only exception is for methadone in instances explained in the CT BHP section.

Hospital Outpatient and Outpatient Clinic Services

- Primary care and other medical services provided by freestanding primary care/medical clinics regardless of diagnosis except for behavioral health evaluation and treatment services and only when provided by a licensed behavioral health professional.
- Primary care and other medical services provided by hospital medical clinics regardless of diagnosis including all medical specialty services and all ancillary services.

Emergency and Inpatient

- Emergency department services including emergent and urgent visits and all associated charges regardless of diagnosis.
- Management and prior authorization for inpatient general hospital services when the medical diagnosis is primary. Medical is considered primary when the billed RCC and the primary diagnosis are both medical.
- Ancillary services associated with primary medical diagnoses.
- During a behavioral health stay, professional services associated with the evaluation and management of co-occurring medical diagnoses.

Long Term Care Services

- Long-term care services for their members regardless of diagnosis.

Other Services

- Components of the DCF Multi-disciplinary examinations.
- Primary care services provided by school-based health centers.
ANCILLARY SERVICES

CHN CT the medical ASO retains responsibility for all ancillary services such as laboratory, radiology, and medical equipment, devices and supplies regardless of diagnosis excluding services conducted in a methadone clinic.

CO-Occurring Medical and Behavioral Health Conditions – Screening, Referral, & Coordination

CHN CT currently has programs and procedures designed to support the identification of untreated behavioral health disorders in medical patients at risk for such disorders. Upon identification and stratification of such complex cases, services may be carried out by medical service providers or by CHN CT ICM, in partnership with Beacon Health Options, through quality management processes. CHN CT will continue to foster early and effective treatment of behavioral health disorders, including those disorders that could affect compliance with and the effectiveness of medical interventions.

The CT BHP has a similar program and procedures designed to identify and provide services for the members at the highest risk of untreated medical illnesses in members with behavioral health disorders. Clinical Care Managers provide wellness/recovery education and care management for high risk members with a co-morbid severe behavioral health condition coupled with medical conditions.

The Behavioral Health and the Medical ASOs will communicate and coordinate as necessary to ensure the effective coordination of medical and behavioral health benefits. Beacon Health Options will contact CHN CT when co-management is indicated; Beacon Health Options will respond to inquiries regarding the presence of behavioral co-morbidities, and assist with behavioral health coordination activities or consultation when invited to do so.

Likewise, CHN CT will contact Beacon Health Options when co-management is indicated (including BH hospital emergency department visits), such as for persons with special physical health and behavioral health needs. CHN CT will respond to inquiries by Beacon Health Options regarding the presence of medical co-morbidities, and will assist with medical coordination activities or consultations when invited to do so. Conversely, Beacon Health Options has assigned key contacts to facilitate timely care coordination.

From time to time, there will be a need to make a determination as to whether a member’s medical or behavioral health condition is primary. If there is a conflicting determination as to whether medical or behavioral health is primary, the respective medical directors will work together toward a timely and mutually agreeable resolution. At the request of either party, DSS will make a determination as to the whether medical or behavioral health is primary and that determination shall be binding.

Freestanding Medical/ Primary Care Clinics

CHN CT retains responsibility for primary care and other medical services provided by freestanding primary care/medical clinics regardless of diagnosis except for behavioral health evaluation and treatment services with a primary behavioral health diagnosis and only when provided by a licensed behavioral health professional.
HOSPITAL EMERGENCY DEPARTMENTS

CHN CT retains responsibility for emergency department services, including emergent and urgent visits and all associated charges billed by the facility, regardless of diagnosis. Professional psychiatric services rendered in an emergency department by a community psychiatrist will be reimbursed if the psychiatrist is enrolled in CMAP as an independent solo or group practitioner and bills under the solo or group practice ID. The Department will implement audit procedures to ensure that hospitals do not bill for emergency department services when patients are admitted to the hospital and behavioral health is primary. The hospital emergency department can bill when the member is admitted to another hospital. CHN CT will address any increase in the utilization trend with the Departments.

HOSPITAL INPATIENT SERVICES

To assure appropriate coordination and communication, the CT BHP will coordinate with the medical and transportation ASOs. In addition, the coordination agreements include specific language on the procedures for resolving coverage related issues when there is disagreement. Coordination will be based on the following guidelines:

Psychiatric Hospitals
Beacon Health Options will be responsible for authorizing all psychiatric hospital services rendered to Medicaid members under the age of 21, as well as 65 and over, and all associated charges billed by a psychiatric hospital, regardless of diagnosis. The per diem rate is all-inclusive so there will be no reimbursement for professional services rendered by community-based consulting physicians.

General Hospitals
Beacon Health Options shares responsibility for authorizing inpatient general hospital services when related to a primary behavioral health diagnosis. CHN CT will be responsible for authorizations for inpatient general hospital services when the medical diagnosis is primary. Medical would be considered primary when the billed RCC and the primary diagnosis are both medical.

During a medical stay, the admitting physician will be responsible for coordinating medical orders for any necessary behavioral health services with the CT BHP. Other ancillary charges associated with non-primary behavioral health diagnoses shall remain the responsibility of CHN CT or DSS medical benefit administrator, as described in the ancillary services section of this document.

Beacon Health Options will be responsible for authorizing inpatient general hospital services when the behavioral health diagnosis is primary. The behavioral health diagnosis will be considered primary when the billed RCC and the admitting diagnosis are both behavioral or when the billed RCC is medical, but the admitting diagnosis on the claim form is behavioral.

If a client, who received a behavioral health authorization upon admission from CT BHP, requires further inpatient medical or rehabilitation care, the hospital must administratively discharge the client from behavioral health and re-admit the client for medical services or rehabilitation services to qualify for further payment. The hospital must obtain a medical PA from CHN CT for that readmission.
HOSPITAL OUTPATIENT CLINIC SERVICES

CT BHP will be responsible for authorizing all outpatient psychiatric clinic, intensive outpatient, extended day treatment, and partial hospitalization services provided by general and psychiatric hospitals for the evaluation and treatment of behavioral health disorders. CT BHP will also cover evaluation and treatment services related to a non-behavioral health diagnosis if the billing code is psychiatric as outlined in the covered services grid.

CHN CT will be responsible for authorizing all primary care and other medical services provided by hospital medical clinics regardless of diagnosis including all medical specialty services and all ancillary services.

LONG TERM CARE

CHN CT will be responsible for authorizing all long-term care services (i.e., nursing homes, chronic disease hospitals) regardless of diagnosis.

MENTAL HEALTH CLINICS

CT BHP will be responsible for authorizing all Mental Health Clinic Services regardless of diagnosis including routine outpatient services and all diagnostic and treatment services billed as intensive outpatient treatment, extended day treatment, and partial hospitalization treatment. CT BHP will also cover evaluation and treatment services related to a medical diagnosis such as psychological testing for a member with traumatic brain injury.

MEDICATION-ASSISTED TREATMENT

CT BHP will be responsible for authorizing methadone clinics for all methadone maintenance services provided to CT BHP members, including but not limited to, the cost of the methadone, on-site drug testing and case management. All methadone maintenance services are included in the Department of Social Service’s weekly rate with methadone maintenance clinics. No more than eight (8) external toxicology laboratory tests may be ordered under a single standing order in any calendar year; with proper documentation in the member’s medical record.

CT BHP will be responsible for authorizing outpatient treatment services connected to buprenorphine, naltrexone and vivitrol services.

MULTI-DISCIPLINARY EXAMINATIONS

Multi-Disciplinary Examinations (MDEs) are provided for children covered by HUSKY Health who are in the custody of the Connecticut Department of Children and Families (DCF). The MDE is a comprehensive examination with three components: 1) a medical examination, 2) a behavioral/developmental examination, and 3) a dental examination. The MDE must result in a written report with recommendations for appropriate treatment and follow-up care. DCF-contracted MDE service providers or their subcontractors provide MDE services. In some cases, a single agency is licensed to provide all three components of the MDE while being entitled to reimbursement for each component. In other cases, multiple agencies or providers are involved in the conduct of the various components of an MDE, each within its scope of licensure. The CT BHP registration process must be completed prior to claim submission for the behavioral health component of the MDE. For authorization for behavioral health services, contact Beacon Health Options at 877-552-8247. For
Web registration, go to www.ctbhp.com, and click “For Providers”. Effective for dates of service on or after October 1, 2015, all MDE claims must be submitted with an ICD-10 diagnosis code of Z65.3 (Problems related to other legal circumstances). For more information, please reference CMAP Policy Transmittal 2017-68 on www.ctdssmap.com.

**SCHOOL-BASED HEALTH CENTER SERVICES**

In general, Beacon Health Options will be responsible for authorizing school-based health centers for behavioral health diagnostic and treatment services provided to students with a behavioral health diagnosis. CHN CT or DSS medical benefit administrator will be responsible for primary care services provided by school-based health centers, regardless of diagnosis, but they will not be responsible for behavioral health assessment and treatment services.

The following narrative provides additional background and a rationale for this arrangement.

School-based health centers currently provide a range of general health and behavioral health services that are reimbursable. All of these school-based health centers are licensed by the Department of Public Health (DPH), either as freestanding outpatient clinics or as satellites under a hospital license. Under these licenses, clinics can provide general medical services as well as behavioral health services.

School-based health centers vary in their degree of expertise in the provision of behavioral health services. Some school-based health centers provide prevention and counseling for students with emotional or behavioral issues and bill for those services using general primary care prevention and counseling codes, often without a behavioral health diagnosis. Those primary care and preventive counseling services that are currently covered will continue to be the responsibility of the CHN CT or DSS medical benefit administrator.

Other school-based health centers have taken steps to develop their behavioral health services including relying on licensed behavioral health practitioners and/or affiliation agreements with local outpatient child psychiatric clinics that provide clinical staff, consultation, or oversight. If the school-based health center provides behavioral health diagnostic and treatment services, these services will be the responsibility of the CT BHP. However, the school-based health center must enroll as a CMAP provider to be reimbursed for those services under the CT BHP.

In some cases, the behavioral health component of the school-based health center’s services is provided under the license of an outpatient child psychiatric clinic. In these cases, the outpatient child psychiatric clinic must be enrolled as a CMAP provider and the services provided will be reimbursable as behavioral health clinic services under the CT BHP.
Administrative Services Organization (ASO): An organization providing statewide utilization management, benefit information and intensive care management services within a centralized information system framework.

Adverse Incident: Occurrences that represent actual or potential serious harm to the well-being of a CT BHP member or to others by the actions of a CT BHP member, who is receiving services managed by the Partnership or has recently been discharged from services managed by the CT BHP.

Automated Eligibility Verification System (AEVS): The sole comprehensive source of CT Medical Assistance Program’s eligibility information.

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


Autism Spectrum Disorder (ASD) 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.

Care Manager: An independently licensed behavioral health care clinician employed by the ASO to perform utilization review on services that require prior authorization and concurrent review.

Care Management: Overall coordination of an individual’s use of services, which may include medical and mental health services, substance use services, and vocational training and employment. Although the definition of care management varies with local requirements and staff roles, a care manager often assumes responsibilities for outreach, advocacy, and referral on behalf of individual members.

Clinical Management: The process of evaluating and determining the appropriateness of the utilization of the behavioral health services as well as providing assistance to clinicians or members to ensure appropriate use of resources. It may include, but not be limited to, prior authorization, concurrent authorization, retroactive medical necessity review, discharge review, retrospective utilization review, quality management, provider authorization, and provider performance enhancements.

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.

Community Collaborative: A local consortium of health care providers, parents, and guardians of children with behavioral health needs, and service and education agencies that have organized to develop coordinated, comprehensive community resources for children or youth with complex behavioral health service needs and their families in accordance with principles and goals of CT BHP.

Community Health Network of Connecticut (CHN CT): Community Health Network of Connecticut is the Medical Administrative Services Organization for the HUSKY Health programs.
Complaint: A verbal or written communication to Beacon Health Options from a member, or their designated representative, or a provider expressing dissatisfaction with some aspect of the Beacon Health Options services, including a denial of services based on medical necessity, facility agreement, payment dispute, or general complaint.

Complainant: A member or their designated representatives, an individual practitioner, a facility provider, who makes a complaint to Beacon Health Options.

Concurrent Review: Review of the medical necessity and appropriateness of behavioral health services on a periodic basis during the course of treatment.

Connecticut Behavioral Health Partnership (CT BHP): The CT BHP is a partnership between the Departments of Social Services (DSS), Children and Families (DCF), Mental Health and Addiction Services (DMHAS) with Beacon Health Options as their ASO serving HUSKY A, B, C, D, and DCF Limited benefit members.

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

Department of Children and Families (DCF): The DCF is established under Section 17a-3 of the Connecticut General Statutes as a comprehensive, consolidated agency serving children (under age 18) and families. Its mandates include child protective and family services, juvenile justice services, mental health services, substance use related services, prevention and educational services (acting in the capacity of a school district for the children in our care).

Department of Mental Health and Addiction Services (DMHAS): State of Connecticut agency that promotes and administers comprehensive, recovery-oriented services in the areas of mental health treatment and substance abuse prevention and treatment throughout Connecticut.

Department of Social Services (DSS): DSS provides a broad range of services to the elderly, persons with disabilities, families, and individuals who need assistance in maintaining or achieving their full potential for self-direction, self-reliance and independent living. It administers over 90 legislatively authorized programs and one-third of the state budget. By statute, it is the state agency responsible for administering a number of programs under federal legislation, including the Rehabilitation Act, the Food Stamp Act, the Older Americans Act, and the Social Security Act. The Department is also designated as a public housing agency for administering the Section 8 program under the Federal Housing Act. It is the state agency with primary responsibility for Medicaid.

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 his or her interests related to appeals, 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.
**Discharge Planning**: The evaluation of a member’s need for psychiatric and/or substance use disorder services, developed to arrange for appropriate care after discharge or upon transferring from one level of care to another level of care.

**DXC Technology**: DSS’ fiscal agent contracted to process provider enrollment and adjudicates claims to support the Connecticut Medical Assistance Program.

**Early and Periodic Screening, Diagnostic and Treatment (EPSDT)**: Comprehensive health (including behavioral health) screening, 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.

**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 possess 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 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.

**Emergent Treatment**: Treatment required preventing a possible loss of life or major loss of physical or psychological function. For the purpose of determining the severity index level of any incident, it is the nature of the treatment that is the determining factor, not the location of the treatment (e.g., treatment in an Emergency Room does not necessarily constitute emergent treatment unless it is required to prevent loss of life or major loss of function).

**Family**: Family means a child or youth with behavioral needs together with (A) one or more biological or adoptive parents, except for a parent whose parental rights have been terminated; (B) one or more persons to whom legal custody or guardianship has been given, or; (C) one or more adults, including foster parents, who have a primary responsibility for providing continuous care to such child or youth. For adults, family refers to the individual's chosen natural support system; which may include biological relatives, significant others, friends, and other support networks identified by the adult member.

**Federally Qualified Healthcare Clinic (FQHC)**: Community-based organizations that provide comprehensive primary care and preventive care, including health, oral, and mental health/substance use services to persons of all ages, regardless of their ability to pay.

**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 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.

**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 Health Care Agency:** A public or private agency that specializes in providing skilled nursing services, home health aides, and other therapeutic services, such as physical therapy, in the home.

**HUSKY Health program:** Refers to the overall comprehensive health care benefit package, including preventive care, primary care and specialist visits, hospital care, behavioral health services, dental services, and prescription medications; for those individuals covered by HUSKY A, B, C, & D.

**Inquiry:** A verbal or written communication from an external party seeking information or requesting an action or assistance (e.g., request to check eligibility, clarify benefits, explain a process) that does not meet the definition of a “complaint”, “grievance” or an “appeal”. When a communication is not distinguishable as an inquiry or a complaint, it is handled as a complaint.

**Levels of Care (LOC) Guidelines:** Guidelines that are used by Beacon Health Options and providers to conduct utilization management, which help to determine whether a behavioral health service is medically necessary or medically appropriate.

**Limited Benefits:** A program that provides limited coverage under the CT BHP to children and families, involved with DCF, who have complex behavioral health service needs, as determined by DCF, and who are not otherwise eligible for HUSKY.

**Local Mental Health Authority (LMHA):** The Department of Mental Health and Addiction Services operates and/or funds Local Mental Health Authorities 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.ct.gov/DMHAS/cwp/view.asp?a=2902&q=335194](http://www.ct.gov/DMHAS/cwp/view.asp?a=2902&q=335194).

**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 operated by DSS under Title XIX of the Federal Social Security Act, in related state and federal rules and regulations.

**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:** (a) Those health services required to prevent, identify, diagnose, treat, rehabilitate or ameliorate an individual’s medical condition, including mental illness, or its effects, in order to attain or maintain the individual’s achievable health and independent functioning provided
such services are: (1) Consistent with generally-accepted standards of medical practice that are defined as standards that are based on (A) credible scientific evidence published in peer-reviewed medical literature that is generally recognized by the relevant medical community, (B) recommendations of a physician-specialty society, (C) the views of physicians practicing in relevant clinical areas, and (D) any other relevant factors; (2) clinically appropriate in terms of type, frequency, timing, site, extent and duration and considered effective for the individual's illness, injury or disease; (3) not primarily for the convenience of the individual, the individual's health care provider or other health care providers; (4) not more costly than an alternative service or sequence of services at least as likely to produce equivalent therapeutic or diagnostic results as to the diagnosis or treatment of the individual's illness, injury or disease; and (5) based on an assessment of the individual and his or her medical condition. (b) Clinical policies, medical policies, clinical criteria or any other generally accepted clinical practice guidelines used to assist in evaluating the medical necessity of a requested health service shall be used solely as guidelines and shall not be the basis for a final determination of medical necessity.

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

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

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 Beacon Health Options. 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.

Peer Advisor: Doctor level licensed health professionals employed by Beacon Health Options who are qualified, as determined by the medical director, to render a clinical opinion about the medical condition, procedures, and treatment under review.

Peer Desk Review: A review of available clinical documentation conducted by an appropriate peer advisor when a request for authorization was not approved during the initial clinical review conducted by the Care Manager. A Peer Desk Review is done when the provider requesting authorization is not available.

Peer Review: A telephonic conversation between Beacon Health Options peer advisor and a provider requesting authorization when the request does not appear to meet the medical necessity guidelines and either the provider or the peer advisor believes that additional information needs to be presented to make an appropriate medical necessity determination. Peer Review also includes a review of available clinical documentation.

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

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

Professional Services: Delivery of behavioral health services for which the clinician is licensed.

Provider: A person or entity under an agreement with DMHAS, DSS or DCF to provide services to CT BHP members.
Provider Network: All providers enrolled in the Connecticut Medical Assistance Program Provider Network that serves CT BHP members.

Quality Management (QM): The process of reviewing, measuring and continually improving the outcome of care delivered.

Registration: The process of notifying Beacon Health Options of the initiation of a behavioral health service, to include information regarding the evaluation findings and plan of treatment, which may serve in lieu of telephonic authorization when so designated by the CT BHP.

Retroactive Medical Necessity Review: Beacon Health Options’ process for approving payment for covered services after the delivery of the service or initiation of the plan of care based on a determination by Beacon Health Options as to whether the requested service is medically necessary and medically appropriate. Such reviews typically apply when a service is rendered to an individual who is retroactively granted eligibility, when the effective date of eligibility spans the date of service and the service requires authorization.

Retrospective Chart Review: A review of provider’s charts to ensure that the provider’s chart documentation supports the utilization management practices, for example, that the documentation is consistent with the provider’s verbal report and corresponding authorization decision. The charts selected for review may be random or targeted based on information available secondary to the utilization management process.

Retrospective Utilization Review: A component of utilization management that involves analysis of historical utilization data and patterns of utilization to inform the ongoing development of the utilization management program.

Routine Cases: A symptomatic situation for which the member is seeking care, but for which treatment is neither emergent nor urgent.

Serious Injury: Any significant impairment of a person’s physical condition as determined by qualified medical personnel. This includes but is not limited to burns (rug/carpet burns are not considered serious injury), lacerations, bone fractures, substantial hematoma (severe bruises), and injuries to internal organs, whether self-inflicted or inflicted by someone else.

Significant Event(s): Occurrences that represent actual or potential serious harm to the wellbeing of a CT BHP member or to others by the actions of a CT BHP member, who is receiving services managed by the CT BHP or has recently been discharged from services managed by the CT BHP. Occurrences do not involve suspected abuse and/or neglect, include, but are not limited to, the following categories of alleged occurrences:

Department of Children & Families
- Abduction of a child in DCF custody or care
- An incident involving one or more runaways from one facility or a significant disturbance involving a youth at a DCF operated or licensed facility
- Allegation of a serious crime by an adult authorized by DCF to be responsible for the care of a child (including a DCF employee, licensed foster/adoptive parent, or an employee of a licensed or contracted provider)
- Allegation of a serious crime by a child or youth in the care or custody of DCF
- A serious injury suffered by a DCF employee in the course of his/her duties
- A serious threat to a State employee in the course of this/her duties resulting in notification to law enforcement (Human Resources Workplace Violence Report)
- Suicide or serious suicide attempt by a child in DCF custody or care, or a child with an open DCF case;
- Deterioration of care or other important agency function due to some disruption of the physical plant or environment within a State licensed, contracted or operated setting (e.g. fire, natural disaster, failure of electronic equipment, other safety conditions, etc.)
- Any call to 911 (by the provider)
- Any event that may affect the health, welfare or safety of the residents at a State licensed, contracted or operated facility, such as strikes, major disturbances, public health issues, bomb threats, any event related to the Departments that is likely to result in media coverage

**Department of Mental Health & Addiction Services**

- Client Abuse Alleged
- Death
- Emergency Evacuation
- Escape (Forensic Only)
- Federal Notification
- Medical Event
- Missing Client
- Property Damage
- Serious Crime Alleged
- Serious Suicide Attempt
- Threats
- Other (specify)

**Beacon Health Options**

- Unanticipated death occurring in any BH setting (e.g., suicide, homicide, unexpected death by medical cause), that is related to a behavioral health condition or treatment
- Absence without authorization (AWA) involving a member who is unstable / at risk or under the age of 18 including AWA of a member of any age who was admitted or committed pursuant to State laws and who is at high risk of harm to self or others
- Falls that have serious consequences or multiple falls without evidence of safety precautions being put in place in a treatment setting
- Any serious injury when in a treatment setting resulting in urgent / emergent interventions. A serious injury is an injury that requires the individual to receive medical treatment including transport to an ER or acute care hospital. This is independent if medical admission occurs
- Unplanned transfers to a medical unit (i.e. when a member has an exacerbation of symptoms related to a chronic or current medical condition) that went undetected and/or there was inadequate evaluation and monitoring of chronic or current conditions
- Significant sexual behavior with other patients or staff, whether consensual or not, while in a behavioral health treatment setting. All incidents that results in police contact or legal involvement are considered significant
- Serious adverse reaction to BH treatment requiring urgent or emergent medical treatment (e.g. neuroleptic malignant syndrome, tardive dyskinesia, other serious drug reaction)
- Medication/treatment errors
- Violent/Assaultive behavior with physical harm to self or others (e.g., attempted murder, physical assault) and requiring urgent or emergent medical intervention (indicate in documentation if
- Perpetrator was staff or member/visitor, etc.
- Unscheduled event that results in the evacuation of a program or facility and may result in the need for finding alternative placement options for members
- Suicide attempt demonstrating significant risk to member at a behavioral health facility resulting in serious injury that may or may not require medical admission
- Self-Inflicted harm in a behavioral health treatment setting that may or may not require urgent or emergent treatment (i.e. self- injurious behaviors, suicide gestures, non-lethal, such as cutting)
- Property damage, including that which occurs secondary to the setting of a fire, due to the intentional actions of a Beacon member while in a behavioral health treatment setting
- Human Rights Violations (e.g. neglect, exploitation)
- Illegal activity (i.e. possession/sale of illicit drugs, alcohol, weapons, prostitution, public nudity in a treatment setting this is independent of harm to self or others including if there were any arrest(s)
- Other occurrences representing actual serious harm to a member not listed above - requires explanation

**Tax Identification Number (TIN):** The federal identification number, either social security number or employer identification number, that is used by a provider for tax filing, billing and reporting purposes.

**Third Party:** An individual, entity or program that is or may be liable to pay all or part of the expenditures for Medicaid furnished under a state plan.

**Urgent Cases:** Illnesses or injuries of a less serious nature than those constituting emergencies but for which treatment is required to prevent a serious deterioration in the member’s health and for which treatment cannot be delayed without imposing undue risk on the member’s wellbeing until the member is able to secure services from his/her regular physician(s).

**Urgent Treatment:** Treatment that requires skilled care but that does not meet the definition of emergent care, but that is reasonably required for moderate injuries (e.g., sutures, treatment of severe sprains, and treatment of minor broken bones such as a broken hand or foot). As with emergent care, it is the nature of the treatment, not the location that determines the type of treatment.

**Utilization Management (UM):** The prospective, retrospective or concurrent assessment of the necessity and appropriateness of the allocation of health care resources and services given, or proposed to be given, to an individual within the State of Connecticut.