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](http://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](http://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](http://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](http://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](http://www.CTBHP.com) under Contacts.