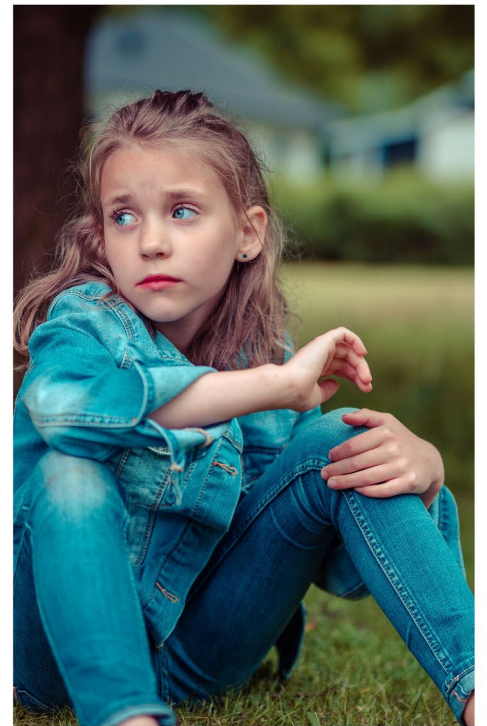




Member Handbook

Serving Adults, Children, and Families



Welcome to the Connecticut Behavioral Health Partnership (CT BHP).

If you need this handbook translated into your language, please contact CT BHP.

This handbook will help you understand:

- What CT BHP is
- What services and supports are available to you and your family, and
- How to contact CT BHP directly:

Connecticut Behavioral Health Partnership
500 Enterprise Drive, Suite 3D
Rocky Hill, CT 06067

Toll Free: 877-55-CT BHP or 877-552-8247

Hearing Impaired: Dial 711

Website: www.CTBHP.com

Si usted necesita una copia en Español, por favor llame a:

877-55-CT BHP or 877-552-8247

[Member_Handbook-Spanish.pdf \(ctbhp.com\)](#)

The services provided by the Connecticut Behavioral Health Partnership (CT BHP) are available to all eligible individuals without regard to race, color, religious creed, gender, sexual orientation, marital status, age, national origin, ancestry, intellectual disability, mental disability, learning disability, physical disability (including, but not limited to blindness), criminal record, political beliefs, or language barriers.

This handbook is available in other formats (auxiliary aids for blind or visually impaired persons). Please call us at 877-552-8247 and ask to speak with a Peer Specialist who can help you with your requests.

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Section I: Overview of the Connecticut Behavioral Health Partnership (CT BHP)

The Connecticut Behavioral Health Partnership (CT BHP) is composed of the Department of Social Services (DSS), the Department of Mental Health and Addiction Services (DMHAS), and the Department of Children and Families (DCF). The CT BHP has contracted with Carelon Behavioral Health (Carelon BH), the Administrative Services Organization (ASO), to authorize and coordinate behavioral health services (mental health and substance use disorder services) for HUSKY Health members in Connecticut.

To reach CT BHP:

- Call the Customer Service Department toll-free at 877-552-8247.
- If you are hearing impaired, call 711 Relay Service to be connected to CT BHP.
- If you speak a language other than English, a Customer Service Representative will connect you to someone who can speak your language.

The call center is open Monday through Friday from 9 am to 7 pm. Clinical Care Managers are available 24 hours a day, 365 days a year for members.

Section II: Covered Benefits and Services Administered/Authorized

A. MENTAL HEALTH AND SUBSTANCE USE DISORDER (BEHAVIORAL HEALTH) SERVICES

Covered benefits and services administered by the CT BHP are available to members who are enrolled in HUSKY A, HUSKY B, HUSKY C, HUSKY D, and the Limited Benefit Services program through the Department of Children and Families (DCF). To find out if you or someone you know is eligible for any of these programs:

Call 855-805-4325, 711 Relay Service, or

Visit online: www.accesshealthct.com (quickest way to get a decision)

The following is a sample of covered behavioral health benefits and services. Full descriptions are available in the Appendix at the end of this handbook:

- Psychiatric Hospitalization
- Observation
- Inpatient Withdrawal Management (formally known as detoxification)
- Substance Use Disorder Residential Rehabilitation
- Partial Hospitalization Program (PHP)
- Extended Day Treatment (EDT)
- Psychiatric Residential Treatment Facilities (PRTF)
- Residential Treatment Centers for Children through DCF
- Adult Group Homes through DMHAS
- Child Group Homes through DCF
- Home-based Services for Ages 21 and under

- Case Management for Ages 21 and under
- Outpatient Services
- Intensive Outpatient Services (IOP)
- Electro Convulsive Therapy (ECT)
- Methadone Maintenance
- Medication for Addiction Treatment (MAT)
- Ambulatory Withdrawal Management (formerly known as detoxification)
- Autism Spectrum Disorder Services (ASD)
- Psychological Testing
- Home Health Services for Behavioral Health Issues

You do not need a referral to get mental health or substance use disorder services. To find a doctor or clinician:

- Visit our website, <http://www.ctbhp.com>, select 'Members', then, 'Find a Provider'.
- Call the Connecticut Behavioral Health Partnership (CT BHP) at 877-552-8247. Someone will help you find a provider.
- If you are hearing impaired, you can call TTY at 711.

If you have HUSKY A, C, or D, you do not have a copay. If you have HUSKY B, there are copays for non-preventive services. There is a monthly premium if your child is part of HUSKY B, Band 2.

HUSKY B Mental Health and Substance Use Disorder Services Copays

Services	HUSKY B Pays	Member Pays
Mental Health Inpatient	100%	No copay
Mental Health Outpatient	100%	No copay
Inpatient Withdrawal Management (formerly known as detoxification)	100%	No copay
Substance Use Disorder Outpatient	100%	No copay
Short- and Long-Term Rehabilitation	Covered services include home-based and community-based rehabilitation and emergency mobile rehabilitation services.	No copay
Home Health Care	100% Medication administration Excludes: Custodial care, homemaker care, or care that may be provided in a medical office, hospital, or skilled nursing facility and offered to the member in such setting.	No copay
Residential Services	100% Department of Children & Families (DCF) residential treatment, crisis stabilization, group home, shelter, safe home, foster care, community housing assistance, and transitional living.	No copay

Important Contact Information for HUSKY Health Members

Services	Contact Information
Mental Health and Substance Use Treatment Services	<p>Connecticut Behavioral Health Partnership: For information, covered services, and finding providers: 877-552-8247, Hearing Impaired: 711 Regular business hours: Mon-Fri 9:00 am to 7:00 pm, Crisis and Inpatient Admissions: 24/7 Website: www.ctbhp.com</p> <p>Behavioral Health Recovery Program: HUSKY D Residential and Recovery Support Substance Use Treatment Services</p>

Services	Contact Information
	<p style="text-align: center;">Advanced Behavioral Health: Recovery Support Program: 800-658-4472</p>
Medical Services	<p>Community Health Network of CT. For information, covered services, and finding providers: 800-859-9889, Hearing Impaired: 711 Mon-Fri 8:00 am to 6:00 pm Website: www.chnct.org</p>
Dental Services	<p>Dental Health Partnership/BeneCare. For information, covered services and finding dentists: 855-283-3682, Hearing Impaired: 711 Mon-Fri 8:00 am to 5:00 pm Website: www.ctdhp.com</p>
Pharmacy Services	<p>Client Assistance Center. For information: 866-409-8430 or 860-269-2031, Hearing Impaired: 711 Mon-Fri 8:00 am to 5:00 pm Website: www.ctdssmap.com</p>
Transportation to Health Care Appointments	<p>For HUSKY A, HUSKY C & HUSKY D Members, Contact Medical Transportation Management (MTM) at 855-478-7350 Mon-Fri 7:00 am to 6:00 pm Website: https://www.mtm-inc.net/connecticut/members/</p>
Claims Member Assistance/Bills	<p>Gainwell Technologies – Client Assistance Member Claims/Billing Services: 866-409-8430, Hearing Impaired: 711 Mon-Fri 8:30 am to 5:00 pm Website: www.ctdssmap.com</p>
Vision Services	<p>Community Health Network of CT. For information: 800-859-9889, Hearing Impaired: 711 Mon-Fri 8:00 am to 6:00 pm Website: www.chnct.org</p>
DSS Benefit Center/ConneCT	<p>DSS Benefits Center. For information: 855-626-6632, Hearing Impaired: 800-842-4524 or 711 to apply for HUSKY D and for all DSS benefits including SNAP, TFA, Cash, State Supplement, Medicare Savings, Refugee Assistance, HUSKY C application, renew & report changes to personal information and interviews. Mon-Fri 7:30 am to 4:00 pm Website: www.connect.ct.gov</p>
DMHAS	<p>Department of Mental Health and Addiction Services: 860-418-7000 Hearing Impaired: 711 Website: www.ct.gov/dmhas</p>
DDS	<p>Department of Developmental Services Information: 866-737-0330 Hearing Impaired: 711 Mon-Fri 8:00 am to 5:00 pm Website: www.ct.gov/dds</p>
SDE	<p>State Department of Education: 860-713-6910: https://portal.ct.gov/SDE Bureau of Special Education: https://portal.ct.gov/SDE/Services/Special-Education</p>

Services	Contact Information
Medicare	Customer Assistance: 800-633-4227 Hearing Impaired: 711 Website: www.medicare.com
Social Security	Social Security Administration Customer Assistance: 800-772-1213 Hearing Impaired: 711 Website: www.socialsecurity.gov
HUSKY Spend-down	Spend-down amount, expenses, expenses received & applied: 877-858-7012 Hearing Impaired: 711 Mon-Fri 8:30 am to 5:00 pm
DCF Careline	Department of Children & Families Careline: 800-842-2288 Hearing Impaired: 711 Website: www.ct.gov/DCF
Application for health insurance	Access Health CT for eligibility questions, apply, renew, or report changes for HUSKY A, B, and D: 855-805-4325. Hearing Impaired: 711 Mon-Fri 8:00 am to 4:00 pm (Hours extended during open enrollment) Website: www.accesshealthct.com
CONNECT Help Desk	ConneCT MyAccount Password resets Mon-Fri 8:30 am to 5:00 pm 877-874-1612 Hearing Impaired: 711 Website: www.ct.gov/dss
CONNECT EBT (Gray card)	For SNAP, Temporary Family Assistance, and other cash assistance 24 hours/day, 7 days a week: 888-838-2666 Hearing Impaired: 711 Website: www.ct.gov/dss/ebt
CT DSS 1095B Tax form	Information Center: 844-503-6871 Hearing Impaired: 711 Mon-Fri 8:00 am to 5:00 pm Website: www.ct.gov/dss
HUSKY Premium Billing	For HUSKY B and Med-ConneCT premium billing related questions Mon-Fri 8:30 am to 5:00 pm: 1-800-656-6684 Hearing Impaired: 711
To Renew for DSS services: SNAP, Cash assistance, and HUSKY C	Online www.ct.gov/dss/myaccountlogin when you have an online account or completing the form and mailing or going to DSS regional offices.
Suicide Prevention and Awareness	Prevent Suicide website: http://www.preventsuicidect.org Urgent Crisis Centers for Children: https://portal.ct.gov/DCF/Behavioral-Health-Partnership/Home/Urgent-Crisis-Centers-for-Children

HUSKY A, C, & D Covered Services and Limitations

HUSKY A, C & D Covered Service	HUSKY A, C & D Limitations	*Is Prior Authorization Required?	HUSKY Health Providers Who Offer This Care
Emergency Services	In-state: Covered at a Hospital or Urgent Care Provider. Out-of-state: Not covered unless a visit is medically necessary AND the provider enrolls in HUSKY. Out-of-country: Emergency services are not covered when received outside of the U.S. or U.S. territories.	No	Hospital emergency department within the US or US territories
Outpatient Services for Mental Health and/or Substance Use Disorder Treatment (Includes Outpatient, Extended Day Treatment Programs, Intensive Outpatient Programs, and Partial Hospitalization Programs)	Covered when medically necessary	Yes, only for Extended Day Treatment Programs, Intensive Outpatient Programs, and Partial Hospitalization Programs	Outpatient hospital, clinic, or independent practitioner
Case Management	Covered when medically necessary for individuals 18 and under HUSKY(A) 21 and under	Yes, for more than 12 sessions in a year	Outpatient hospital, clinic, or independent practitioner
Spravato®	Covered when medically necessary	Yes	Outpatient hospital or clinic
Electroconvulsive Therapy	Covered when medically necessary	No – effective 1/1/21	Medical Doctor or Hospital/Facility who performs Electroconvulsive Therapy
Transcranial magnetic stimulation (TMS)	Covered when medically necessary for the treatment of depression	No	Medical Doctor or Hospital/Facility that performs TMS
Methadone Maintenance	Covered when medically necessary	Yes	Methadone Maintenance Clinic
Ambulatory Withdrawal Management (formerly known as detoxification)	Covered when medically necessary	No	Alcohol & Drug Treatment Center
Psychological and Neuropsychological Testing	Covered when medically necessary	No	Outpatient hospital, clinic, or independent practitioner

HUSKY A, C & D Covered Service	HUSKY A, C & D Limitations	*Is Prior Authorization Required?	HUSKY Health Providers Who Offer This Care
Observation Services	Covered when medically necessary	No	General Hospital-Psychiatric Unit or Psychiatric Hospital
Inpatient Services for Mental Health and/or Substance Use Disorder Treatment (Includes State Inpatient Hospital, Inpatient Hospital, Medically Managed Intensive Withdrawal Management (4-WM), Crisis Stabilization Bed)	Covered when medically necessary, exception of 21 – 64 years old for State Inpatient Crisis stabilization up to age 21	Yes	General Hospital-Psychiatric Unit or Psychiatric Hospital
Medically Monitored Inpatient Withdrawal Management (3.7-WM)	Covered when medically necessary	Yes	Psychiatric Hospital or Alcohol & Drug Treatment Center
Residential Rehabilitation for Substance Use Disorder	Covered when medically necessary for those 13 and above	Yes	Alcohol & Drug Treatment Center
Intermediate Duration Acute Psychiatric Inpatient	Covered when medically necessary for those over 18 years old. Requires DMHAS prior approval	Yes – St Vincent's Medical Center only	General Hospital – Psychiatric Unit
Psychiatric Residential Treatment (PRTF)	Covered when medically necessary for those up to 21	Yes	Psychiatric Residential Treatment Facility
Residential Treatment (Includes Residential and Group Homes)	DCF or Voluntary Care Management Involvement Only – up to age 21 only	Yes	Child Residential Treatment Facilities and Group Homes
Home-Based Services (IICAPS, MST, MDFT, FFT)	Home-Based behavioral health services covered for those up to age 21	Yes	Outpatient Clinics
Autism Spectrum Disorder Services (Diagnostic Evaluation, Behavioral Assessment, Service Delivery (In-home community-based behavioral services), ASD Groups)	Covered when medically necessary for those up to age 21	Yes	Outpatient hospital, clinic, or independent practitioner
Home Health Care (Skilled Nursing Visits, Medication Administration)	Covered when medically necessary	Yes, for more than two nursing visits per calendar week	Home Health Care Agency
Home Health Care (Home Health Aide services)	Covered when medically necessary. Custodial or homemaker/companion services are not covered.	Yes, for more than 14 hours/week	Home Health Care Agency
Early and Periodic Screening, Diagnostic and Treatment (EPSDT)	All EPSDT services require a single case agreement for those up to age 21	Yes	Outpatient hospital, clinic, or independent practitioner

HUSKY B Covered Services and Limitations

HUSKY B Covered Services	HUSKY B Limitations	*Is Prior Authorization Required?	HUSKY Providers Who Offer This Care
Emergency Services	In-state: Covered at a Hospital or Urgent Care Provider. Out-of-state: Not covered unless a visit is medically necessary AND the provider enrolls in HUSKY. Out-of-country: Emergency services are not covered when received outside of the U.S. or U.S. territories.	No	Hospital emergency department within the U.S. or U.S. territories
Outpatient Services for Mental Health and/or Substance Use Disorder Treatment (Includes Outpatient, Extended Day Treatment Programs, Intensive Outpatient Programs, and Partial Hospitalization Programs)	Covered when medically necessary	Yes, for Intensive Outpatient, Partial Hospitalization Programs, and Extended Day Treatment only	Outpatient hospital, clinic, or independent practitioner
Case Management	Covered when medically necessary for individuals 18 and under	Yes, for more than 24 hours of care in a year	Outpatient hospital, clinic, or independent practitioner
Spravato®	Covered when medically necessary	Yes	Outpatient hospital or clinic
Electroconvulsive Therapy	Covered when medically necessary	No – effective 1/1/21	Medical Doctor or Hospital/Facility who performs Electroconvulsive Therapy
Transcranial magnetic stimulation (TMS)	Covered when medically necessary for the treatment of depression	No	Medical Doctor or Hospital/Facility who performs TMS
Methadone Maintenance	Covered when medically necessary	Yes	Methadone Maintenance Clinic
Ambulatory Withdrawal Management (formerly known as detoxification)	Covered when medically necessary	Yes	Alcohol & Drug Treatment Center
Psychological and Neuropsychological Testing	Covered when medically necessary	No	Outpatient hospital, clinic, or independent practitioner

HUSKY B Covered Services	HUSKY B Limitations	*Is Prior Authorization Required?	HUSKY Providers Who Offer This Care
Observation Services		No	General Hospital-Psychiatric Unit or Psychiatric Hospital
Inpatient Services for Mental Health and/or Substance Use Disorder Treatment (Includes State Inpatient Hospital, Inpatient Hospital, Medically Managed Intensive Inpatient Withdrawal Management (4-WM), Crisis Stabilization Bed)	Covered when medically necessary	Yes	General Hospital-Psychiatric Unit or Psychiatric Hospital
Medically Monitored Inpatient Withdrawal Management (3.7-WM)	Covered when medically necessary	Yes	Psychiatric Hospital or Alcohol & Drug Treatment Center
Residential Rehabilitation for Substance Use Disorder	Covered when medically necessary for those 13 and above	Yes	Alcohol & Drug Treatment Center
Psychiatric Residential Treatment (PRTF)	Covered when medically necessary for those up to 21	Yes	Psychiatric Residential Treatment Facility
Residential Treatment (Includes Residential and Group Homes)	DCF or Voluntary Care Management Involvement Only	Yes	Child Residential Treatment Facilities and Group Homes
Home-Based Services (IICAPS, MST, MDFT, FFT)	Home-based behavioral health services covered for those up to age 21	Yes	Outpatient Clinics
Home Health Care (Skilled Nursing Visits, Medication Administration)	Covered when medically necessary	Yes, for more than two nursing visits per calendar week	Home Health Care Agency
Home Health Care (Home Health Aide services)	Covered when medically necessary. Custodial or homemaker/companion services are not covered.	Yes, for more than 14 hours/week	Home Health Care Agency
Early and Periodic Screening, Diagnostic and Treatment (EPSDT)	All EPSDT services require a single case agreement for those up to age 21	Yes	Outpatient hospital, clinic, or independent practitioner

B. PEER-BASED SERVICES

Peer Specialists are an important part of the care continuum. They provide hope that recovery is possible. Studies show talking to someone who has had similar experiences can be helpful to individuals on their path to recovery. Peer Specialists are highly trained and certified adults with lived experience from a behavioral health disorder (mental health and/or substance use) who provide education, outreach, and other services to HUSKY Health enrolled individuals. They support engagement in treatment, help navigate the service system, and assist individuals with identifying natural supports. Peer Specialists may also be parents of children who have experience with the children's behavioral health system and can provide support to parents or guardians with connecting their children with resources. Carelon BH CT maintains an extensive training program in coordination with advocacy agencies to build additional leadership and mentoring skills among the Peer Specialist staff.

Goals of the Peer Specialist Team

- Provide assistance for accessing behavioral health (mental health and/or substance use disorder) services
- Improve treatment outcomes by empowering individuals to engage in treatment engagement
- Normalize the recovery process for individuals and families
- Provide support for navigating the treatment and community support systems
- Support a community of non-traditional services
- Lend their voice to the recovery network in Connecticut
- Reduce stigma of experiencing behavioral health disorders (mental health and/or substance use)

The Role of the Peer Specialist

- Provide support and encouragement from the perspective of someone who has lived with a similar experience
- Encourage individuals to focus on their strengths and abilities for long-range health and wellness
- Promote skill development and support individuals in achieving their recovery goals
- Support active participation in the treatment process
- Support members by sharing their recovery journey and acting as a mentor
- Provide a safe environment for the individual to practice behaviors that will support their recovery
- Support the individual's goals and their self-directed recovery journey
- Support families with maintaining children in their homes
- Promote recovery and resiliency by providing outreach services while serving as a role model/mentor
- Support children and families who need assistance in accessing services or engaging in treatment
- Coordinate educational efforts for families, schools, faith-based communities, social and medical health care providers
- 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 of recovery and resiliency

Recovery and Resiliency

The ASO includes Peer Specialists in various services offered directly to, or on behalf of, HUSKY Health members. They are embedded within the CT BHP and ensure recovery and resiliency are supported and

encouraged, from outreach to outcomes. Peer Specialists understand that there are multiple pathways to recovery.

C. PHYSICAL HEALTH

HUSKY Health members receive general medical benefits through Community Health Network of Connecticut (CHN CT). CHN CT is the Administrative Services Organization (ASO) responsible for physical health services, such as primary care and preventive services, hospital medical emergency services, and supplemental services such as laboratory, radiology, and durable medical equipment as needed for all HUSKY Health members. For more information, contact CHN CT Customer Service at 855-805-4325 or visit www.accesshealthct.com.

D. NON-EMERGENCY MEDICAL TRANSPORTATION

- HUSKY A, HUSKY C, and HUSKY D members may contact Medical Transportation Management (MTM) at 855-478-7350 to learn how to schedule non-emergency transportation rides to and from medical, dental, and mental health appointments. Appointments need to be scheduled two days ahead. Members can also make a reservation online at <https://www.mtm-inc.net/connecticut/members/>.
- HUSKY B members are not covered for non-emergency transportation.

If you are having a problem getting a ride to your appointment after calling the transportation company, please call the CT BHP Member Service line at 877-552-8247.

Visit MTM's website at <https://www.mtm-inc.net/connecticut/members/>.

E. DENTAL HEALTH

The Connecticut Dental Health Partnership (CTDHP) is part of the HUSKY Health program. Specifically, the CTDHP provides management and customer service for the dental benefits portion of HUSKY Health. Orthodontic services are provided only to members under age 21.

The CTDHP will help eligible members locate a participating network dentist or dental specialist, including locating a dental office that will work with individuals with special healthcare needs or require Americans with Disabilities Act accommodations. The CTDHP will also provide appointment scheduling assistance for families, offer translation assistance, and help with the coordination of transportation to and from dental appointments. For more information, contact the CTDHP Customer Service Representatives at 1-866-420-2924 or visit www.ctdhp.com.

F. PHARMACY AND MEDICATIONS

If your behavioral health provider prescribes medications for you, the medications should be covered if you are part of HUSKY A, C, or D. For HUSKY B medications, please see below:

Services	HUSKY B pays	Member pays
Generic Medication	Balance after \$5 copay on generics and prescribed over the counter (OTC)	\$5 copay on generics and prescribed OTC

Brand-name Medication	Balance after \$10 copay on brand-name and prescribed OTC	\$10 copay on brand-name and prescribed OTC
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Prescribers must be enrolled in the CT Medical Assistance Program (CMAP). If you have any questions about pharmacy coverage or need help with medication refills while out of state, please call Pharmacy Services at 866-409-8430.

G. OTHER SITUATIONS

Traveling Out of State

If you are traveling out of state and you and/or your child need mental health or substance use services, call the CT BHP at 877-552-8247 for help in finding the right provider. However, in an emergency, call 911 or go to the nearest hospital.

What If You Get a Bill?

If you get a bill for services, call the Connecticut Medical Assistance Program's Client Assistance Center at 866-409-8430 for someone to help research it for you. Gainwell Technologies processes the claims for health care visits for HUSKY Health. You can also remind your provider that they will need to bill Gainwell Technologies.

Note: If you are a Limited Benefit Program recipient and you get a bill for the service provided under the Limited Benefit Program after January 1, 2006, you can remind your provider to bill your primary insurance company first. If the insurance company denies payment and you receive a bill, you can remind the Provider to bill Gainwell Technologies. You can also contact us at 877-552-8247 and we will be happy to assist you in resolving the matter.

What If You Want a Second Opinion?

You can get a second opinion about your care or diagnosis from a different CT BHP provider. You can see another provider when:

- You do not agree with your doctor or therapist or
- You want a second opinion about a treatment your doctor or therapist has prescribed.

You can ask your current provider for a referral to another CT BHP provider, or you can call the Customer Service Line at 877-552-8247 to obtain one.

Section III: Member Rights and Responsibilities

A. MEMBER RIGHTS

You have the right to:

- Be treated with dignity, respect, and privacy
- Get care in a timely manner
- Exercise your rights without it affecting how you are treated by the CT BHP and/or a provider