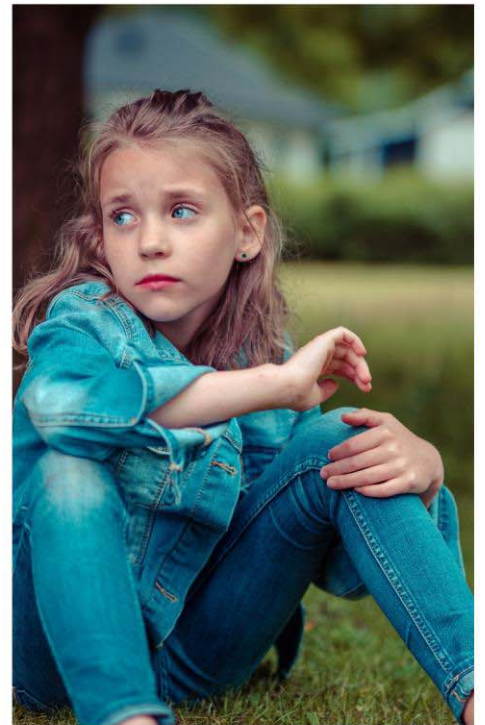




Member Handbook

Serving Adults, Children, and Families



Welcome to the Connecticut Behavioral Health Partnership.

This handbook will help you understand:

- What the Connecticut Behavioral Health Partnership (CT BHP) is
- What services and supports are available to you and/or 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

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, or physical disability, including, but not limited to: blindness, criminal record, political beliefs and/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 Connecticut Departments of Social Services, Mental Health and Addiction Services, and Children and Families. CT BHP contracted with Beacon Health Options, the Administrative Services Organization (ASO), to authorize and coordinate behavioral health services (mental health and addiction services) for HUSKY Health members in Connecticut.

To reach CT BHP:

- Call the Customer Service Department toll free at 877-552-8247.
- Hearing impaired, call 711 Relay Service to be connected to CT BHP.
- 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.
- If you do not speak English, a Customer Service Representative will connect you to a person who is able to speak your language.

Section II: Covered Benefits and Services

PHYSICAL HEALTH

HUSKY Health members receive general medical care through Community Health Network of Connecticut (CHN CT). CHN CT is the Administrative Services Organization (ASO) responsible for physical health services, primary care & preventive services, hospital medical emergency services, as well as supplemental services such as laboratory, radiology, and durable medical equipment as needed for all HUSKY Health members.

- Children, parents or caretakers of minor children, pregnant women and adults under 65 without dependent children can apply or renew health coverage at 855-805-4325. Individuals who are deaf or hearing impaired can call 711 to be connected to CT BHP or on line: www.accesshealthct.com (quickest way),
- Households and individuals who are over 65 and older, blind or with disability and wish to apply for or renew Medicaid (HUSKY C) or Medicaid for Employees with Disabilities (MED-Connect), To apply for or renew SNAP (food stamps) and/or cash assistance apply online at www.connect.ct.gov, under 'Apply for Benefits or at a DSS office.

'MENTAL HEALTH AND SUBSTANCE (BEHAVIORAL HEALTH) SERVICES

Covered benefits and services administered by the Connecticut Behavioral Health Partnership 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 are eligible for any of these programs::

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

Visit on line: 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
- Substance Use Detoxification Inpatient
- Partial Hospitalization Program (PHP)
- Extended Day Treatment
- Crisis Stabilization Bed (CARES unit)
- Psychiatric Residential Treatment Facility (PRTF)
- Residential Treatment Center for Children through DCF
- Adult Group Homes through DMHAS
- Child Group Homes through DCF
- Home-based Services for Ages 21 and under
- For Children in Congregate Care for DCF
- Case Management for Ages 19 and under
- Outpatient Services
- Intensive Outpatient Services (IOP)
- Electro Convulsive Therapy (ECT)
- Methadone Maintenance
- Medication Assisted Treatment (MAT)
- Ambulatory Detoxification
- Autism Spectrum Disorder Services
- Psychological Testing, and
- Home Health Services for Behavioral Health Issues

You do not need a referral to get mental health or substance use services. Here are ways you can find a doctor or clinician:

- Visit our website, <http://www.ctbhp.com>
- 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 co-pay. For HUSKY B there are copays for non-preventive services. If your child is part of HUSKY B, Band 2, there is a monthly premium.

HUSKY B MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES

| Services | HUSKY B Pays | Member Pays |
|---|--|--------------------|
| Mental Health Inpatient | 100% | No copay |
| Mental Health Outpatient | 100% | No copay |
| Substance Abuse Detoxification Inpatient | 100% | No copay |
| Substance Abuse 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 | |
|---|---|
| Mental Health and Substance Abuse 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>HUSKY D – Residential Substance Abuse Treatment</p> <p>Institute for Mental Disease Services (IMD) & Recovery Support Program – Advance Behavioral Health-Substance Abuse: Clinical Services 800-606-3677 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 Veyo 855-478-7350 Mon-Fri 7:00 am to 6:00 pm Website: www.ct.ridewithveyo.com</p> |
| Claims Member Assistance/Bills | <p>DXC Technology – 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.gov</p> |
| DDS | <p>Department of Developmental Services Information For information: 866-737-0330 Hearing Impaired: 711 Mon-Fri 8:00 am to 5:00 pm Website: www.ct.gov/dds</p> |

| | |
|---|--|
| 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 | AccessHealthCT 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, TFA and other cash assistant 24 hours/day, 7 day 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 | On line www.ct.gov/dss/myaccountlogin when you have an on-line account or completing the form and mailing, or going to DSS regional offices. |

To learn more about the CT BHP, go to: www.ctbhp.com.

PEER BASED SERVICES

Peers are an important part of the care continuum. Studies show talking to a person who has had similar experiences can be helpful to members in recovery. Peers are adults with lived experience from a behavioral health and/or substance use disorder who provide education, outreach, and other types of services to members. They support engagement in treatment, help navigate the service system, and identify natural supports. Peers may also be parents of children who have experience with the children's behavioral health system. Beacon Health Options, CT implements an extensive training program in

coordination with advocacy agencies to build additional leadership and mentoring skills amongst the Peer staff.

GOALS OF THE PEER TEAM

- Provide training and assistance for behavioral health and substance use initiatives
- Improve treatment outcomes by improving treatment engagement
- Normalize the recovery process for members
- Provide support navigating the system
- Support a community of non-traditional services, and
- Lend their voice to the recovery network in Connecticut

THE ROLE OF THE PEER IS TO

- Share ways of coping with distressing symptoms
- Provide support and encouragement from the perspective of someone who has lived with a similar experience
- Provide educational mentoring
- 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
- Provide training for providers, adult members, families, community collaborative groups, and the ASO staff
- Help promote skill development
- Support active participation in the treatment process
- Manage a directory of statewide peer support resources
- Develop and distribute educational materials for providers, members, and the ASO 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 of recovery and resiliency

RECOVERY AND RESILIENCY

The ASO includes Peers in an array of services that are offered directly to, or on behalf of, members. Peers are embedded within the CT BHP and ensure recovery and resiliency are not only supported, but encouraged, from outreach to outcomes. Peers understand that there are multiple paths to recovery.

BEHAVIORAL HEALTH RESOURCES FOR CHILDREN AND ADOLESCENTS

LIMITED BENEFIT PROGRAM

The Limited Benefit Program is for children or adolescents who are not eligible for HUSKY. Under this program, those children or adolescents may be able to access some of the services offered within the CT BHP. If it is determined that a child or family is not eligible for benefits under HUSKY and has complex behavioral health needs, they may apply for this program which offers limited coverage. Currently, the only service offered through the Limited Benefit Program is Intensive Home-Based Child and Adolescent Psychiatric Services (IICAPS).

DCF VOLUNTARY SERVICES PROGRAM

The Voluntary Services program is a DCF operated program for children and youth with serious emotional disturbances, mental illness, and/or substance dependency. This program is only for families who are not abusive or neglectful. The Voluntary Services Program emphasizes a community-based approach and attempts to coordinate service delivery across multiple agencies. Parents and families are critical players in this program and are required to participate in the planning and delivery of services for their child or youth. The Voluntary Services Program promotes positive development and reduces reliance on restrictive forms of treatment and out-of-home placement.

DCF may provide, on a voluntary basis (at the request of the family), casework, community referrals and treatment services for children who are not committed to the Department. These are youth who do not require protective services intervention; but who, due to emotional or behavioral difficulties, may require any of the services offered by, administered by, under contract with, or otherwise available to, the Department of Children and Families.

The Voluntary Services Program is designed for children and youth who have behavioral health needs and who require services that are not otherwise accessible to them. Parents do not have to relinquish custody or guardianship under this program. The DCF policy outlines eligibility requirements.

For additional information about the Voluntary Services Program, or to request an application, contact the DCF Care line number at 800-842-2288. If you would like assistance in understanding the process, you can contact the CT BHP Member Service line for help at 877-552-8247.

CONNECTICUT'S COMMUNITY COLLABORATIVE MEETINGS

In 1997, the state of Connecticut adopted a "System of Care" model for its state mental health plan for children. This federally supported model of service delivery is based on the idea that children with behavioral health challenges do better when they can receive services in their community, and when those services involve their parents/caregivers. The Community Collaborative meetings (Systems of Care) in Connecticut are groups of service providers, advocates, individuals, and family members who meet on a regular basis. They help individuals and families locate needed services and develop treatment plans with input from the family. Each of the 25 Community Collaborative meetings has workers called Care Coordinators and Family Advocates. These people work with a family to help identify the child's service needs and to help the family decide the kind of service they want. Individuals and families do not need to be involved with DCF or be eligible for HUSKY to receive help from the Community Collaborative meetings. However, some services that are recommended may require the family to enroll in HUSKY or in DCF's Voluntary Services program. To learn more about the Community Collaborative meetings, and to view a current list of meeting times and locations, visit the website at: www.wrapct.org

CONNECTICUT FAVOR, INC. - WWW.FAVOR-CT.ORG

This organization facilitates Family Advocacy for Children's Behavioral Health. FAVOR's mission is to provide family-focused, advocacy-based, and culturally sensitive community services that improve outcomes and family wellbeing. FAVOR works to ensure that Connecticut's public policies promote a family driven system of care that is responsive to the needs of the family. FAVOR's programs include: Family Peer Support Program, Family System Manager Program, and The CT Medical Home Initiative.

RESIDENTIAL TREATMENT SERVICES

Residential care is a specialized service that is used only after other treatment services have been attempted and not helped. If you believe that your child needs this type of care, you must apply to the Department of Children and Families for the Voluntary Services Program (see “DCF Voluntary Services Program” in this Guide). A Voluntary Services worker will help you collect information from the doctors, counselors, and other providers with whom you have worked. That will help determine whether Residential Treatment Services are needed, and if so, what kind of residential care your child may need. The Voluntary Services worker may also help you find another kind of specialized treatment so your child can remain at home. You can call and request an application for Voluntary Services by contacting the DCF Hotline number at 800-842-2288. If you are uncertain about the process, you can call the CT BHP Customer Services line for help at 877-552-8247.

BEHAVIORAL HEALTH RESOURCES FOR ADULTS

The following list of resources may help individuals and/or their caregivers to find services in their community:

DEPARTMENT OF MENTAL HEALTH AND ADDICTION SERVICES (DMHAS) - WWW.CT.GOV/DMHAS

The DMHAS website provides a wealth of resource information. From the homepage, click on “Programs and Services” then click on the service you seek. To find services in your town or region, click on “Finding Mental Health and/or Addiction Services” and click your region or scroll down and click your town, then choose the services you are seeking in your area.

LOCAL MENTAL HEALTH AUTHORITY (LMHA)

To locate an LMHA in your area go to: www.ct.gov/dmhas click on Agency Directories then click on: Local Mental Health Authorities (LMHAs)

The Department of Mental Health and Addiction Services (DMHAS) operates and/or funds Local Mental Health Authorities (LMHAs) throughout Connecticut. The LMHAs manage the mental health services within specific geographic areas. They offer a wide range of therapeutic recovery-oriented programs, including employment and supportive housing programs, as well as crisis intervention services. There are also many DMHAS-operated, or DMHAS-funded programs at private non-profit agencies that you can access.

DEPARTMENT OF SOCIAL SERVICES (DSS) – WWW.CT.GOV/DSS

The Department of Social Services (DSS) is the Medicaid and Children’s Health Insurance Program (CHIP) authority for Connecticut that provides a broad range of services to the elderly, people with disabilities, families, and individuals who need assistance in maintaining or achieving their full potential for self-direction, self-reliance, and independent living. DSS also administers federal programs, including the Rehabilitation Act, the Food Stamp Act, the Older Americans Act, and the Social Security Act. In addition, DSS is a public housing agency, which administers the Section 8 program under the Federal Housing Act.

NATIONAL ALLIANCE ON MENTAL ILLNESS (NAMI-CT) – WWW.NAMICT.ORG

NAMI-CT is a grassroots family and consumer organization dedicated to improving the lives of people with serious mental illnesses and their families. NAMI-CT serves thousands of people largely through the

volunteer efforts of dedicated family members and consumers. NAMI hosts many organized support groups and educational opportunities throughout the state. Its advocacy on behalf of people living with mental illness is known nationally. Visit their website to find out more about how NAMI-CT can help.

CONNECTICUT COMMUNITY FOR ADDICTION RECOVERY (CCAR) – WWW.CCAR.US

CCAR envisions a world where the power, hope, and healing of recovery from alcohol and other drug addiction is thoroughly understood and embraced. CCAR is organizing the recovery community, including those in recovery, family members, friends, and allies in order to “put a face on recovery”. Their Telephone Recovery Support Program (TRS), Recovery Oriented Employment Service (ROES), recovery centers, and legion of volunteers, give hope to those suffering from addictions of all kinds. Visit their website to find out more about how CCAR can help.

ADVOCACY UNLIMITED (AU) – WWW.ADVOCACYUNLIMITED.ORG

Advocacy Unlimited, Inc. (AU) is a private, non-profit organization that offers advocacy training, peer support certification training, intentional living workshops, a mind/body focus, wellness center, community events, and resource support for individuals who have received mental health services, as well as for the community at large. AU’s programs include Advocacy Education Course, Recovery University, "Super Advocacy" Young Adult Program, Toivo, Problem Gambling, Latino Initiative, and "Join Rise Be."

NON-EMERGENCY MEDICAL TRANSPORTATION

- HUSKY A, HUSKY C, and HUSKY D members may contact Veyo 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 on-line at www.ct.ridewithveyo.com
- 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 their website at <https://ct.ridewithveyo.com/>

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. DXC Technology processes the claims for health care visits for HUSKY Health. You can also remind your provider that he or she will need to bill DXC Technology.

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 DXC. 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 don't agree with your doctor or therapist, or
- You want to get 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.

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 |
|-------------------|--|--|
| Medication | Balance after \$5 co-pay on generics and prescribed over-the-counter (OTC) | \$5 co-pay on generics and prescribed OTC |
| | Balance after \$10 co-pay on brand-name and prescribed OTC | \$10 co-pay on brand-name and prescribed OTC |

Prescribers must be enrolled in the CT Medical Assistance Program (CMAP). If you have any questions about pharmacy coverage or you need help, please call Pharmacy Services at 866-409-8430.