

Section VI: Consumer and Family Advisory Council (CFAC)

The Consumer and Family Advisory Council (CFAC) is a Connecticut Medicaid consumer and family driven committee that is culturally competent and diverse. CFAC acts as advisor to the CT BHP and Beacon Health Options (Beacon) to improve on best practices for behavioral health (mental health and substance use) services for Connecticut Medicaid HUSKY Health members.

VISION STATEMENT

The Vision of CFAC is a true partnership among consumers, families, and service providers as it relates to the service delivery of mental health and addiction services that will result in a more positive and meaningful outcome for individuals and families living with behavioral health conditions.

The Consumer and Family Advisory Council meet on a monthly basis. The role of the Council is to advise the CT BHP on members' interests and needs related to services, as well as giving consumer and family input on programs and quality initiatives.

To date, the Council has worked on the following:

- Developing and revising the Member Handbook
- Developing various pamphlets and fact sheets related to services at the CT BHP
- Advocating on behalf of CT BHP members who utilize transportation services
- Providing family-friendly recommendations on the development of the enhanced care clinic model
- Contributing to the Hospital Family Engagement Initiative
- Organizing and hosting the Annual iCAN Conference

HOW YOU CAN JOIN CFAC

If you are interested in becoming a member of the CT BHP Consumer and Family Advisory Council, please call: 877-552-8247.