

**ct-aa.org:** CT Alcoholics Anonymous:  
866-STEPS12 (1-866-783-7712)

**ctdhp.com:** For dental health benefits and to locate providers: 855-CTDENTAL (855-283-3682)

**ctna.org:** CT Narcotics Anonymous (NA):  
800-627-3543

**ct.ridewithvevo.com:** Non-Emergency Medical Transportation Services: For transportation to medical, behavioral health, or dental appointments for HUSKY A, C and D members: 855-478-7350

**drugfreect.org:** Treatment for substance use disorder: 800-563-4086

**empsect.org:** Information on emergency mobile psychiatric services for youth and families in crisis 211

**favor-ct.org:** Member and family self advocacy, empowerment, and peer supports: 860-563-3232

**healthylivesct.org:** Information and screening tools for substance abuse, anxiety, depression 211

**https://portal.ct.gov/dcf:** CT Dept. of Children & Families: 860-550-6300

**https://portal.ct.gov/dmhas:** CT Dept. of Mental Health & Addiction Services: 860-418-7000; CT Access Line for Substance Use Disorder treatment: 800-563-4086

**https://portal.ct.gov/dss:** CT Dept. of Social Services Information Line & Benefit Center: 855-626-6632

**https://portal.ct.gov/HUSKY/pharmacy:**  
Pharmacy Services: 866-409-8430

**https://portal.ct.gov/HUSKY, select How to Apply:** For HUSKY Health member enrollment: 855-626-6632

**https://portal.ct.gov/HUSKY, select Information for Members:** For medical benefits and to find a doctor: 800-859-9889

**LiveLoud.org:** Education and crisis information on Opioid Use Disorder

**preventsuicidect.org:** Suicide prevention, health, and wellness 211

**samhsa.gov/medication-assisted-treatment:** Substance Abuse and Mental Health Services Administration (SAMHSA) information and resources about Medication-Assisted Treatment: 866-348-5741

**turningpointct.org:** Offers support for young people seeking treatment: 800-273-8255

**211ct.org:** United Way is connection to local services, including utility assistance, food, housing, and child care

## Contact us

📞 1-877-552-8247

🌐 [www.ctbhp.com](http://www.ctbhp.com)

*Hearing impaired members, dial 711 Relay Services. When you call, you can request a translator in the language with which you are most comfortable.*



# Connecticut Behavioral Health Partnership

This Member Brochure will answer some questions about the Connecticut Behavioral Health Partnership (CT BHP) and how to get the services you need.

## What is the Connecticut Behavioral Health Partnership (CT BHP)?

The CT BHP is a collaboration among the Department of Children and Families (DCF), the Department of Mental Health and Addiction Services (DMHAS), and the Department of Social Services (DSS). Its goal is to improve the quality of, and access to, services for individuals and families enrolled in the state's HUSKY Health Plan. It has been administered by Beacon Health Options since 2006.

### How do I know if I am a member of the CT BHP?

**You are a member of the CT BHP if:**

- You are enrolled in the Medicaid HUSKY Health Program (HUSKY A, B, C, or D)
- You are enrolled in the Limited Benefit services program through the Department of Children and Families (DCF)
- You receive DCF Residential Facility or Group Home Services

### How can I get services for me and my family?

If you need help getting services or finding a provider, you can call CT BHP at 877-552-8247 (hearing impaired members, dial 711 Relay Services) during our regular hours Monday - Friday 9:00 am to 5:00 pm.

You can request a translator in the language with which you are most comfortable. You may also use the on-line provider search by visiting our website at [www.ctbhp.com](http://www.ctbhp.com) and clicking on “for members”, and then “find a provider”.

### **What do I do in an emergency?**

If you feel that you or a family member are escalating and require a psychiatric evaluation, you can call 211 and ask for Child Emergency Mobile Psychiatric Services (EMPS) or Adult Mobile Crisis. If you or a family member are at risk of harm to themselves or others, call 911 or go to your nearest emergency room.

### **How can I get a ride to medical appointments?**

- HUSKY A, C, and D members can call Veyo at 855-478-7350 to make an appointment for transportation services
- HUSKY B members are not covered for non-emergency medical transportation

### **What kinds of services can the CT BHP connect me and my family with?**

- Outpatient behavioral health services
- Medication management
- Home health services
- Day treatment program
- Partial Hospital Program (PHP)
- Intensive Outpatient Program (IOP)
- Inpatient psychiatric hospitalization

- Ambulatory/Inpatient Detoxification/ Medication-Assisted Treatment (MAT)
- Psychiatric Residential Treatment Facility (PRTF)
- Home Based Services for Children
- Extended Day Treatment (EDT)
- Autism Spectrum Disorder (ASD) services
- Other Medicaid-covered services as appropriate to your situation

### **What if I’m not happy with services or treatment?**

If you are not happy with services or treatment, you have the right to voice your position. You can file a complaint or grievance by calling 877-552-8247 (Hearing impaired members, dial 711 Relay Services) or by writing to:

The Connecticut Behavioral Health Partnership  
Attn: Complaints and Grievances Coordinator  
500 Enterprise Drive, Suite 4D  
Rocky Hill, CT 06067

### **What rights do I have as a CT BHP member?**

You have the right to:

- Be treated with respect, dignity, and regard for your privacy
- Learn about your behavioral health benefits, and how to use them
- Get care in a timely manner

- Choose or change your provider
- Take an active part in your care, treatment, and discharge planning
- Request and review your medical records with your provider
- Receive information on available services, benefits, and treatment options
- Obtain a second opinion
- Receive/request services without regard to your race, color, religion, gender, sexual orientation, age, or cultural and ethnic background
- Request information and explanation of any bill or charge
- Privacy regarding your diagnosis and treatment to the extent allowed by law
- Correct or change your Protected Health Information

### **What responsibilities do I have as a CT BHP member?**

As a partner in your care, you also have responsibilities, such as to:

- Work with your provider to develop and follow a recovery and wellness plan
- Ask questions about anything you do not understand
- Keep your appointments, or let your providers know at least 24 hours in advance if you need to cancel or reschedule
- Call the CT BHP if you change your address or phone number

For a complete listing of your Rights and Responsibilities, go to [ctbhp.com/members/mbr-info](http://ctbhp.com/members/mbr-info).

### **Is there someone who can help me find other services or resources?**

CT BHP Peer Specialists can help you access both traditional and other community-based resources. Through their “lived experience” and knowledge of the behavioral health care system, they promote recovery with members, providers, and the system itself. For more information, or to speak with a Peer Specialist, call the CT BHP at 877-552-8247 (hearing impaired members, dial 711 Relay Services).

### **What do I do if services are denied?**

If you have been denied services, you can contact Member Appeals at 860-263-2161.

## **Member Resources**

**abhct.com:** Advanced Behavioral Health (ABH): 860-638-5309

**bit.ly/2ctbhpmatmap:** MAT Provider Locator map

**ccar.us:** Connecticut Community for Addiction Recovery (CCAR): 866-205-9770