

PROVIDER ALERT

Alert#: PA-2010-12

Issued: May 2010

TO: DCF Residential Providers

SUBJECT: **REVISED:** Monthly Treatment Plan Progress Report (MTPPR) System Enhancements

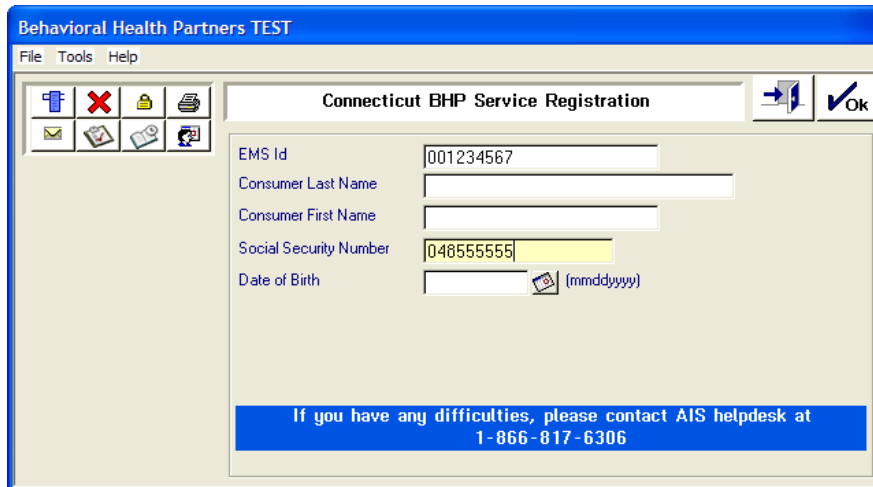
Dear Residential Providers,

This alert serves as a review and outline of the protocol for consumer/member search functions in the CT BHP AIS Web Registration system and notifications of recent enhancements to the AIS system. On March 1, 2010, DCF Residential providers transitioned from a paper based Monthly Treatment Plan Progress Report (MTPPR) form to an on-line submittal process via the CT BHP Web Registration system.

In our ongoing efforts to ensure our member's confidentiality and Personal Health Information, the following enhancements have been made to the AIS web registration system effective Friday, May 07, 2010.

Consumer Search Function:

As all consumer/member information contained in the CT BHP AIS Web Registration system is proprietary and confidential, access to member information is restricted. The following consumer search procedures and will be required by all Residential Provider MTPPR system users.



The screenshot shows a software window titled "Behavioral Health Partners TEST" with a menu bar (File, Tools, Help) and a toolbar. The main area is titled "Connecticut BHP Service Registration" and contains the following fields:

EMS Id	001234567
Consumer Last Name	
Consumer First Name	
Social Security Number	048555555
Date of Birth	<input type="text"/> (mmddyyyy)

At the bottom, a blue banner contains the text: "If you have any difficulties, please contact AIS helpdesk at 1-866-817-6306".

- To search for the CT BHP member in the CT BHP AIS System, users must enter the consumer/member's Medicaid Id (Member's 9 digit Medicaid ID starting with 00...) **and** one of the following fields (last name, Social Security Number, Date of Birth)
- *Due to possible spelling discrepancies, the CT BHP does suggest using the member's Social Security Number or Date of Birth rather than Last Name.*

View / Print Function:

Effective Friday, May 07, 2010, only the system user who completed the original MTPPR form will be able to access/view the form. Fellow staff members or supervisors may have access to the system, but will *not* be able to view or print *in progress* or *completed* forms that have been initiated and/or completed by another user. For those facilities that have additional users who may need to access an MTPPR form that has been filled out or completed by another user within their facility, we strongly recommend an internal process that includes the user printing the *in progress* or *completed* form and then offering the printed copy to supervisory staff to review.

We apologize for any inconvenience but we assure our providers that this change is necessary in order to ensure our member's Personal Health Information.

If you have any questions or comments, please feel free to contact the CT BHP at 1-877-552-8247.

Sincerely,

Provider Relations
Connecticut Behavioral Health Partnership