



PROVIDER ALERT

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Issued: August 2010

TO: CT BHP Child/Adolescent Congregate Care Providers

SUBJECT: Change in procedures to access One-to-One Care

The CT BHP is pleased to announce that we are in the final stages of developing a One to One Care Service for Child/Adolescent Congregate Care providers. DCF has directed ValueOptions, the ASO vendor for the CT Behavioral Health Partnership (CT BHP) to provide authorization and concurrent review/approval for all one-to one coverage effective August 16, 2010, consistent with a recent legislative mandate. One to One care provides constant supervision by a staff member/professional/provider to a member residing in a congregate care program in order to protect the member from harming themselves or others while in the program or an Emergency Department. One to One care allows for a period of additional support/supervision designed to prevent the need for a higher level of care. The use of One-to-One care is for crisis management purposes, and as such programs must evaluate its effectiveness in stabilizing the youth over a defined period of time. The following describes an abridged listing of criteria and methodology being proposed for this program:

Authorization for One to One Care is based upon:

- Children who are in the care or custody of DCF, residing in a DCF funded congregate care setting and who are exhibiting emotional or behavioral challenges beyond the level routinely exhibited and beyond the ability of the current staffing complement to manage
- Less intensive and intrusive interventions have failed or been ruled out
- A plan is being aggressively developed or implemented to maximize use of psychosocial, psychiatric or pharmacologic interventions designed to address any underlying psychiatric, medical or behavioral conditions as appropriate;
- The youth's level of emotional and behavioral distress is not so severe as to warrant admission to an inpatient unit

Proposed eligibility criteria and length of initial authorization:

This service requires prior authorization requested by the facility seeking the service. Providers will need to contact the CT Behavioral Health Partnership at 1-877-552-8247 to obtain authorization and can call this number 24/7. Authorization will typically be issued for 24-72 hours within a maximum 10 day time period. Additional hours can be approved if sufficient clinical need is demonstrated and if sufficient progress toward a more permanent solution/intervention is in progress. It is the provider's responsibility to identify the individual(s) who will provide the Care services and to ensure that he/she meets all training and background check requirements.

Process for Management of One-to-One Care authorized by DCF Area Offices *prior* to August 16th:

Providers with open DCF Area Office approvals for One-to-One care will need to obtain authorization for continued One-to-One care beyond August 26th. All DCF Area Office approvals for One-to-One care will **expire** on August 26th. Any child approved for One- to-One care beyond August 26th (ten days past initiation of new Partnership process) will require authorization from the Partnership for continued care and the Provider will need to call the Partnership by August 26th to request authorization. *Payment will not be made for services rendered after August 26th without authorization from the Partnership.*

Additional Support:

Child/Adolescent Congregate Care Providers will be outreached directly by the CT BHP in the coming weeks and will be given additional information and a complete listing of the criteria for this program.

For further questions, please contact our Provider Relations department at: 1-877-552-8247. Thank you.

Sincerely,

Provider Relations
Connecticut Behavioral Health Partnership