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## DCF ALERT

**Alert#:** DCF 2011-05  
**Issued:** September 2011  
**TO:** DCF Area Offices, Offices of Parole and Probation  
**SUBJECT:** ClientConnect - Member Eligibility Coverage Group Classifications

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Dear State Staff,

This notice is being sent to all DCF Area, Parole and Probation offices regarding upcoming enhancements to the Administrative Service Organization's (ASO) ClientConnect system.

Effective October 1<sup>st</sup>, 2011, the CT BHP ASO will re-classify some of the current DSS/DCF member benefit groups. System changes are required to ensure that membership/enrollment/benefit structures are in synchronization with the state's requirements from an enrollment and claims payment perspective. Additionally, these updates will allow the ASO to better serve our state client and provider community with all reporting initiatives.

The re-classification of coverage groups in the CT BHP Connect system will be as follows:

1. BHK001 (HUSKYA), BHK008 (FFS DUAL) AND BHK012 (FFS SINGLE) will become inactive.
2. BHK013 (FAMILY SINGLE), BHK014 (FAMILY DUAL), BHK015 (ABD/OTHER SINGLE) and BHK016 (ABD/OTHER DUAL) will be added and used for the new coverage groups.

**IMPORTANT: The above changes will impact only those CANS for HUSKY A members that are currently saved as a draft or "OPEN" CANS created prior to 10/1/11. Please review the following items that could impact the submission and updating of Saved Drafts/Open CANS created prior to 10/1/11**

**I. Procedures for CANS currently saved as drafts:**

- 1) All draft CANS that have not yet been submitted to the partnership but are complete, need to be submitted prior to close of business Friday, September 30<sup>th</sup>.
  - a. CT BHP staff will be reviewing all office drafts in saved status and outreaching to those state offices that do not submit saved drafts by start of business Friday, September 30<sup>th</sup>, 2011.
  - b. After September 30<sup>th</sup>, 2011 users will continue to have access to view un-submitted drafts, however, if you try to submit it you will receive the below error message. **DO NOT SUBMIT CANS AFTER 9/30/11 that were in Draft status before 9/30/11. If you do, the**

**CT BHP will be unable to resolve this error and you will have to re-create the draft. We strongly urge system users to submit saved drafts prior to October 1<sup>st</sup>, 2011. Note: If a draft has been only partially completed (1-2 pages), we strongly urge users to just delete the draft and wait to re-create the CANS after October 1<sup>st</sup>, 2011.**

CLIENTCONNECT  
VALUEOPTIONS

ClientConnect Home

Request for Care/CANS

Member Name TEST156 TEST	Member ID CT000000156	Submitter D7BENNES	Date of Birth 01/01/1995	Gender M	Age 16	Save Request as Draft
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• Benefits for this member may have been modified or expired. Please contact Customer Service at 877-552-8247 to have the member's eligibility reviewed.

REGISTRATION | CANS:MEMBER DEMOGRAPHICS | CANS:LIFE DOMAIN FUNCTIONING | CANS:SCHOOL | CANS:STRENGTHS AND NEEDS | CANS:BEHAVIORAL/EMOTIONAL NEEDS AND RISKS | CANS:MEDICATIONS AND CURRENT STATUS/INVOLVEMENT

- 2) Please ***do not*** create any drafts you do not intend on submitting between now and C.O.B. Friday. Wait to create these new CANS until after 10/1/11.

## **II. Procedures related to "OPEN" CANS created prior to 10/1/11:**

- 1) Any updates or re-requests for OPEN CANS (HUSKY A members) created prior to 10/1/11 will now need to be initiated **telephonically** with CT BHP residential staff. You will be unable to submit an update or re-request for any CANS submitted prior to 10/1/11. CT BHP residential staff will be able to update the CANS internally based on information provided telephonically by DCF.

## **III. Procedures for CANS created and submitted after 10/1/11:**

- 1) All CANS created and submitted after October 1<sup>st</sup>, 2011 will be unaffected by the above enhancements. ClientConnect users will continue to follow all current business procedures which include future update and re-request submissions.

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

Provider Relations Department  
Connecticut Behavioral Health Partnership