

## CT BHP ALERT

**Alert#:** PA 2011-19  
**Issued:** August 2011  
**TO:** All Providers  
**SUBJECT:** CT BHP - Wellness Care Coordination Program

CT BHP is excited to announce the new Wellness Care Coordination program launching **Sept. 1, 2011**. This voluntary pilot program will serve 300 high-risk members with co-morbid behavioral and medical conditions. McKesson Health Solutions will identify and risk-stratify eligible participants identified utilizing facility, pharmaceutical and professional claims data.

Two (2) licensed Connecticut behavioral health/medical nurses, managing the program, are integrated within the clinical department at CT BHP-Rocky Hill.

The Wellness Care Coordination program includes telephonic care coordination activities with the participating members and the member's medical and behavioral health provider(s), as clinically appropriate. This intensive care coordination, from start of program to member's 'graduation', includes:

- Increasing the member's understanding of the warning signs associated with their respective condition/knowledge of condition(s) in order to promote self monitoring and self care
- Teaching self-management techniques/lifestyle adjustments
- Increasing the member's understanding of the benefits of their prescribed medication regimen/adherence and addressing barriers
- Increasing the member's understanding of the proper use of "medical home "
- Notification/Alerts to providers
- Working with members when there is an identification of barriers/basic needs; availability/capability of caregiver support
- Care coordination and transitions (local, regional, national resources)

The Wellness Care Coordination program will assist participants in coordinating their care, involving the CT BHPs Intensive Care Management (ICM) and Peer Programs, as clinically indicated. Additionally, to avoid "disconnects" and possible duplication of services, prior to reaching out to enroll a member, we will attempt first to contact any similar program (LMHAs, providers, MCO's, other) that is known through our data to ensure that we do not duplicate any wellness care coordination activities with the potential member.

If you have any questions about CT BHP's Wellness Care Coordination program, please feel free to contact Provider Relations at 1-877-552-8247 for more information or visit [www.ctbhp.com](http://www.ctbhp.com).

Thank you,

CT BHP Provider Relations