

# PROVIDER NOTICE

Alert#: **PN-2012- 04**

Issued: **April 10, 2012**

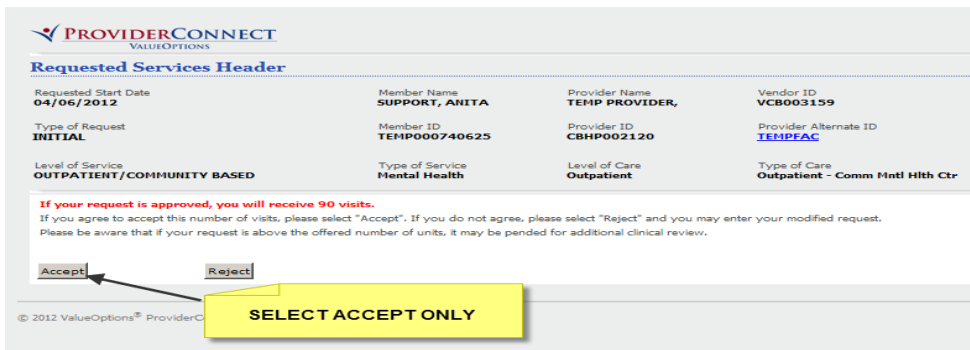
To: **CT BHP Providers**

Subject: **CT BHP ProviderConnect System Registration Reminder- re: Browser Back Button**

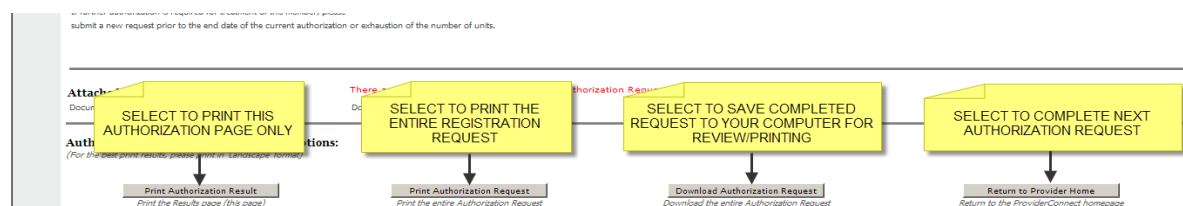
Dear Provider,

This notice is being sent to reinforce the proper procedures for completing registration/authorization requests through the ProviderConnect application. The CT BHP has received a number of duplicate registration/authorization requests for the same provider, member, dates of service, and level of care. These duplicate requests (a request in which an authorization is approved and submitted and a duplicate authorization request is also pending to the CT BHP within a 30 second period) are primarily the result of users clicking on their internet browser's back button. The screen shots below provide a reminder of the correct procedures when completing a registration/authorization request.

Once the clinical screens of any CT BHP registration/authorization request are completed, users are required to "Accept" the request before receiving their authorization status. Users should always choose "Accept". Choosing "Reject" will cause the request to pend to CT BHP and may delay authorization and payment.

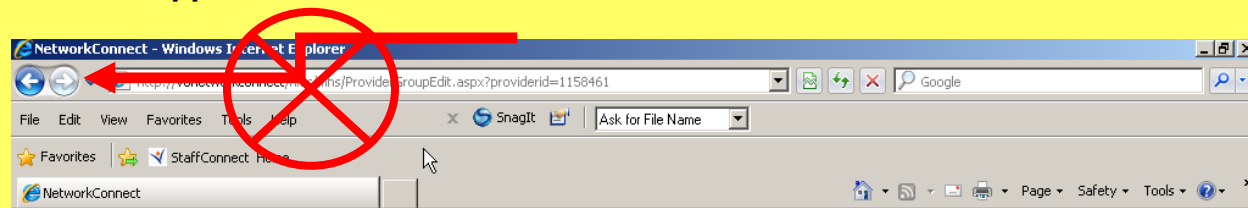


Users will then proceed to the authorization status page where their request is approved or pending to the CT BHP. Approved requests will allow users to view, print and/or download the registration/authorization request.



Remember to always select “Return to Provider Home” when you are ready to complete your next Authorization Request.

**Please note: The Internet back button should never be utilized in the Provider Connect Application.**



**Utilizing the back button once the approve/reject page or the authorization status page is reached will create duplicate registration/authorization requests and may also prevent users from viewing, printing or downloading their complete authorization/registration request.**

We thank you for your participation. If you have any questions, please feel free to contact the Provider Relations Department at 1-877-552-8247.

Provider Relations Department  
Connecticut Behavioral Health Partnership