

PROVIDER ALERT

Alert#: **PA 2017-08**
Issued: **November, 20, 2017**
To: **CT BHP Providers**
Subject: **CT BHP ProviderConnect Release – Authorization Impact**

Dear Provider,

This Alert is being sent to all providers and ProviderConnect system users as notification of the ProviderConnect software release on Sunday, November 5th, 2017. The software release resulted in the re-ordering of vendor/service locations in the ProviderConnect application. Vendor/service locations that were historically listed in ascending numerical order may no longer be in numerical order. Examples provided below:

Example 1

ABC Group Practice – Prior to Release

VCB00021	100 Main St. - LCSW
VCB00032	100 Main St. - MD
VCB00085	100 Main St. – APRN

ABC Group Practice – Post Release

VCB00085	100 Main St. – APRN
VCB00021	100 Main St. - LCSW
VCB00032	100 Main St. – MD

Example 2

ABC Clinic – Prior to Release

VCB002143	500 High St. - OTP
VCB002145	500 High St - MET
VCB003576	500 High St. – MED

ABC Clinic – Post Release

VCB002145	500 High St – MET
VCB003576	500 High St. – MED
VCB002143	500 High St. - OTP

It has come to our attention that since the software release on November 5th, 2017, providers may be selecting the service location based on historical placement of the listing, rather than verifying the correct service location each time a registration is completed (*screen shot provided below*).

We strongly urge providers to ensure that authorizations obtained since the software release date on November 5th, 2017 were obtained under the correct service location. If authorizations were obtained for the incorrect service location, they should be re-entered within the appropriate time frames for each level of care requested.

To verify, the authorization listing function on the ProviderConnect home page allows providers to access and view previously obtained authorizations. Authorizations can be viewed either by the Beacon Vendor location (VCB#) or by the 9-digit CMAP id (located on each authorization letter). This process is outlined in the Video tutorial “Searching and Printing Authorizations” on the For Provider homepage of the CT BHP website: www.ctbhp.com. To view the video tutorial [click here](#).

Please Note: As part of the registration process, it is the responsibility of each user to select the appropriate service location for every registration request on the *Select Service Address* screen.

Select Service Address

Provider		Vendor		
Capture	Provider ID	Last Name	Vendor ID	Vendor Last Name
		First Name		Vendor First Name
Tax ID		Service Address	Paid To Vendor ID	Pay To Address
Alternate ID				
<input checked="" type="radio"/>	CBHP002120	TEMP PROVIDER	VCB003159	TEMP PROVIDER
	TEMPFAC	500 ENTERPRISE DR. OTP STE 4D ROCKY HILL, CT 06067-3913-		500 ENTERPRISE DR. OTP STE 4D ROCKY HILL, CT 06067-3913-
<input type="radio"/>	CBHP002120	TEMP PROVIDER	VCB005769	TEMP PROVIDER
	999999999	500 ENTERPRISE DR STE 4D ROCKY HILL, CT 06067-3913-		500 ENTERPRISE DR STE 4D ROCKY HILL, CT 06067-3913-
	999999999			

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If you have any questions, please feel free to contact the Provider Relations Department at 1-877-552-8247, options 1, 3, 7.

The Provider Relations Department
Connecticut Behavioral Health Partnership