

# PROVIDER ALERT

Alert#: PA 2018-07

Issued: May 11, 2018

To: CT BHP Providers

Subject: Elimination of Paper Based Registration/Authorization Requests

Dear Provider,

The purpose of this provider alert is to notify all providers that effective June 1<sup>st</sup>, 2018, Beacon Health Options will no longer accept paper based requests for registration/authorization processing.

Providers are encouraged to begin preparing for this transition by ensuring that they obtain access to the Beacon Health Options online registration system, ProviderConnect prior to June 1<sup>st</sup>, 2018.

Paper based registration/authorization requests submitted to Beacon Health Options on or after June 1<sup>st</sup>, 2018, will be returned to the provider.

## ProviderConnect:

The online web application does not require providers to install any software and is free of charge. ProviderConnect makes it possible for providers to complete registration/authorization requests and view/print authorization letters.

If you have not yet obtained an id and password for the ProviderConnect online application, you must complete an Online Account Request Form. The form is located on the For Providers homepage of the CT BHP website: [www.ctbhp.com](http://www.ctbhp.com).

## Training

Provider Relations staff is available via the contact telephone number below or via email at [ctbhp@beaconhealthoptions.com](mailto:ctbhp@beaconhealthoptions.com) to assist CT BHP providers with tutorials on completing web registrations through the online ProviderConnect portal.

## Resources

Several on-line resources on the For Providers Homepage of the CT BHP website ([www.ctbhp.com](http://www.ctbhp.com)) are available to providers to assist with this transition:

- Online Account Request Form
- Registered Services User Manual
- Training Videos
  - Obtaining an ID and Password
  - Completing Initial & Concurrent Registrations
  - Completing a Request for Psychological Testing
  - Searching and Printing Authorizations

If you have any questions, please contact the CT BHP Provider Relations Dept. at 1-877-552-8247, Options 1, 3, 7.

Thank you,

CT BHP Provider Relations Department