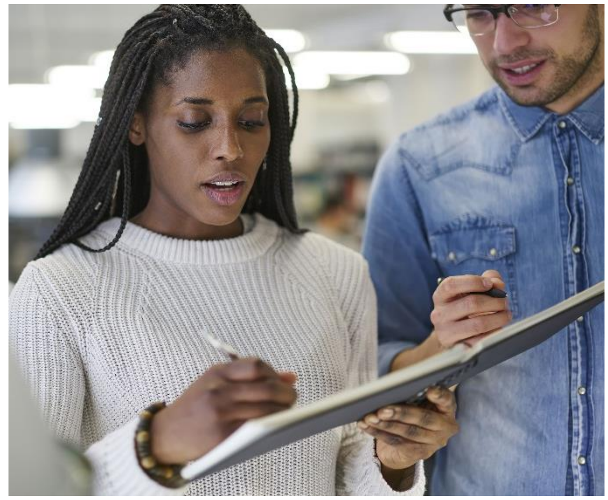

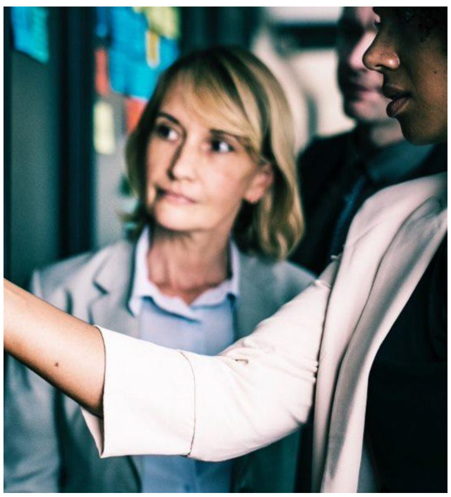

CT BHP ProviderConnect User Manual

Member Alerts

Updated June 2019

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Introduction

In ProviderConnect, you can set up automated email or telephonic alerts to remind your HUSKY clients of important events such as taking their medications, refilling their prescriptions, and attending follow up appointments. You can set up these reminders in ProviderConnect when completing the discharge form for a higher level of care or from the ProviderConnect homepage. Members can be alerted up to 4 times each day to take their medications. Appointment reminders are sent to members 2 days before their upcoming appointment. Finally, member prescription refill reminders will be sent to members 3 days before their medication refill date. All alerts need to be entered into ProviderConnect at least 2 days prior to the event.

What is covered in this manual?

This manual covers general functions within ProviderConnect as well as step by step instructions of the following key functions:

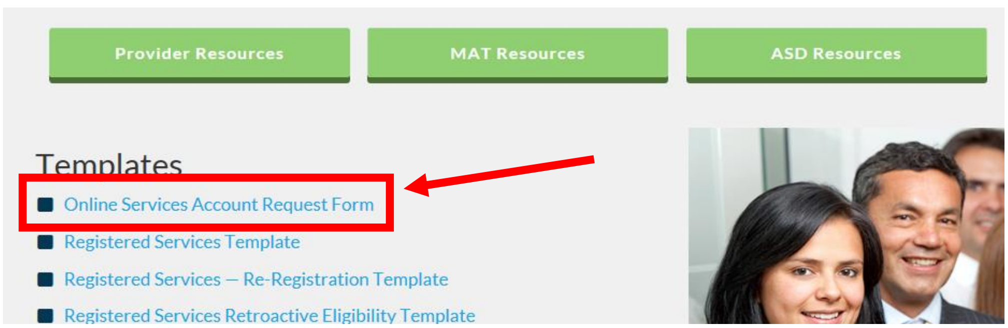
- **Entering Member Reminders from the Inpatient Discharge Page** – From the discharge form, users can select to send the member appointment reminders for behavioral health, aftercare prescribing, or medical care providers.
- **Entering Member Reminders from the Inpatient Discharge Page**– From the homepage, users can access the Member Demographics page and select to send the member appointment reminders for behavioral health, aftercare prescribing, or medical care providers.

Obtaining an Id and Password

In order to obtain a ProviderConnect login ID and password, complete the following steps.

1. Go to the CT BHP website at www.CTBHP.com.
2. Click on the 'For Providers' button.

3. Under the Templates section, click on the 'Online Services Account Request Form' hyperlink.



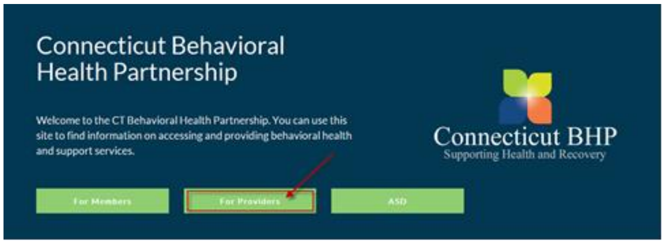
4. Complete the form and fax it back to the Provider Relations department at 855-750-9862. Completed forms can also be scanned and emailed back to Provider Relations at ctbhp@beaconhealthoptions.com

5. User ID's and passwords are created within 1-2 business days from date of receipt. Once the ID and password are created, you will be sent an email with your ProviderConnect login details.

6. If you have any questions, feel free to contact the CT BHP Provider Relations Department at 877-552-8247 or email us: ctbhp@beaconhealthoptions.com.

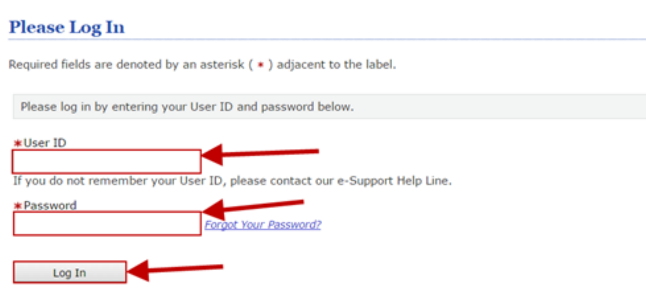
Logging In

1. Go to www.CTBHP.com
2. Click on For Providers



3. Click Log In

4. Enter User ID and Password.



5. Click Log In

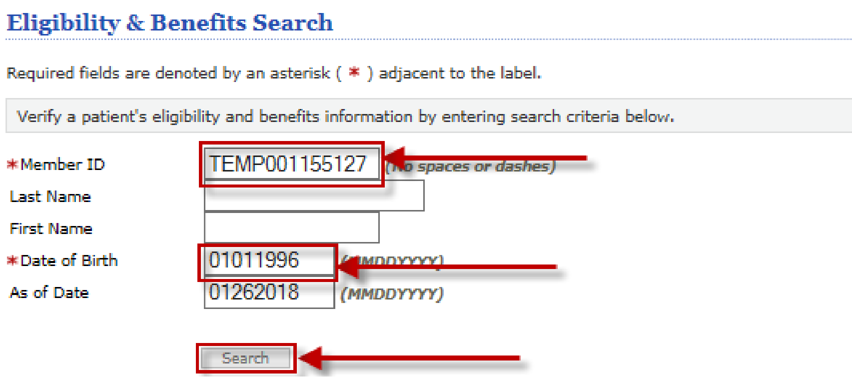
6. Accept the User Agreement to proceed to the home page.

Entering Member Reminders from the ProviderConnect Homepage

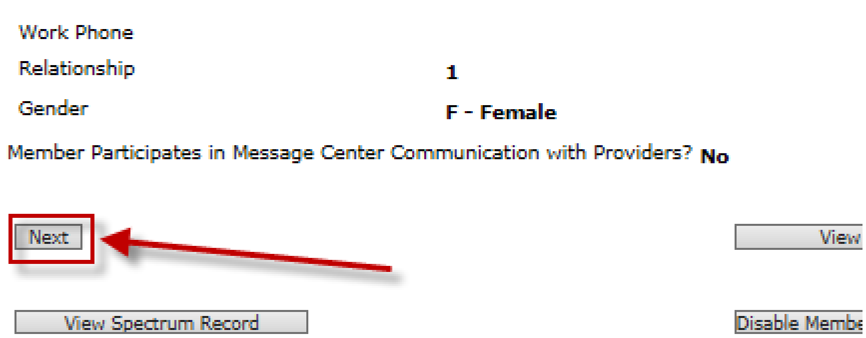
From the homepage, users can access the Member Demographics page and select to send the member appointment reminders for behavioral health, aftercare prescribing, or medical care providers.

1. After logging into ProviderConnect, click on the *Enter Member Reminders* hyperlink on the homepage.

2. You will be directed to the Eligibility & Benefits Search page. Enter capital CT and the 9 Digit Medicaid ID (CT00XXXXXXX) and date of birth, then click *Search*.



3. You will be presented with the member's demographic information. Click the *Next* button at the bottom of the page to be directed to the member alerts page.



Key Step 1: Setting Member Notification Preferences

a. You must enter in how the member prefers to receive their notifications by following these steps:
b. Begin by clicking on the How does the member want to receive Appointment and Medication reminders? Hyperlink.
c. Select whether the member prefers phone or email reminders.
d. If the member prefers to receive emails, enter in their email address in the Email Address and Validate Email Address fields. If the member prefers to receive a phone call, simply enter in their phone number in the Phone # field.
e. Select the Preferred *Time of Day for Reminders* from the dropdown menu.
f. Select the *Time Zone* from the dropdown menu.

Key Step 2: Setting Member Appointment Reminders

a. Begin by clicking on the *Appointment Reminders* hyperlink. This will expand your screen with additional fields.
b. Enter in the provider's name.
c. Select the type of provider from the dropdown menu.
d. Enter in the appointment date.
e. Enter in the appointment time in hh:mm format (i.e. 10am is entered as 10:00).
f. Enter whether the appointment is in the morning (AM) or afternoon (PM).
g. Click the Save button to save your appointment reminder.

You will now see the member's appointment reminder information on the screen (A). Click on the *Change Reminder* button (B) to update the reminder details or click the *Delete* button (C) to delete a reminder if it is no longer needed.

Key Step 3: Setting Member Medication Reminders

a. Click on the *Medication Reminders* hyperlink to expand this section of the page.
b. Enter in the name of the medication.
c. Select whether you want the member to receive reminders to take their medication and refill their medications or just to take their medication only.
d. Enter the time that you want the reminder to be sent to the member. You may add up to 4 daily reminders for each medication the member is taking.
e. Enter in how many days of medication the member received for this medication.
f. Enter the day that the member received their last fill of this medication at the pharmacy.
g. Click the Save button to save this reminder.

You will now be able to see the details of the member's medication reminders on the screen (A).

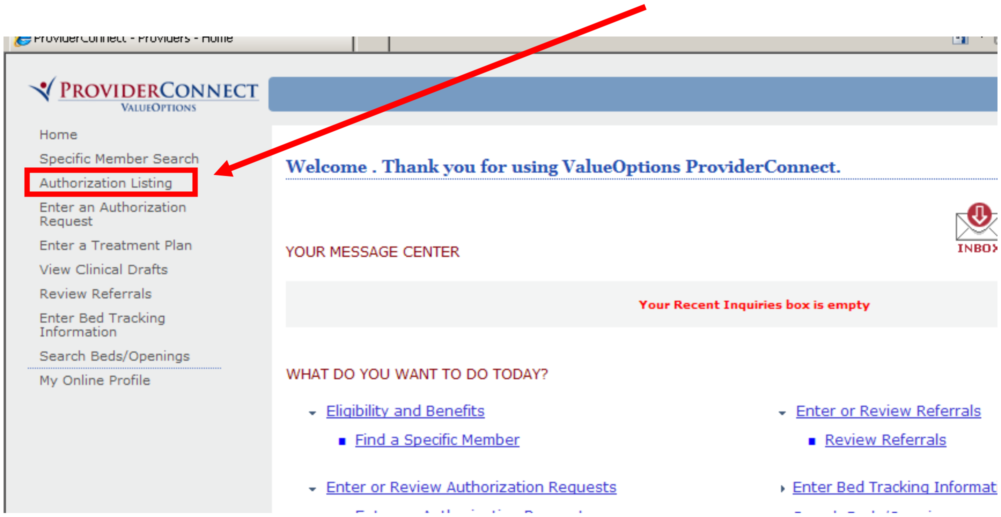
a. Click the *Change Reminder* button (B) to edit this reminder or the *Delete* button (C) to delete this reminder if it is no longer needed.

Entering Member Reminders from the Discharge Form

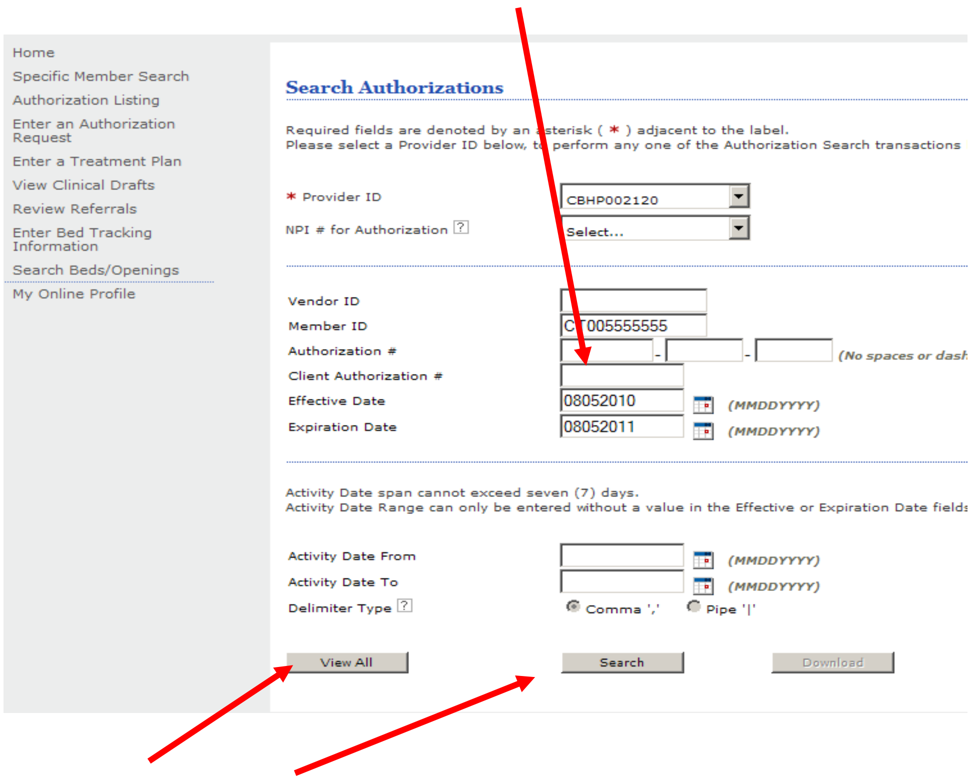
From the discharge form, you can select to send the member appointment reminders for behavioral health, aftercare prescribing, or medical care providers.

Key Step 1: Locating Authorization to Enter Discharge Information

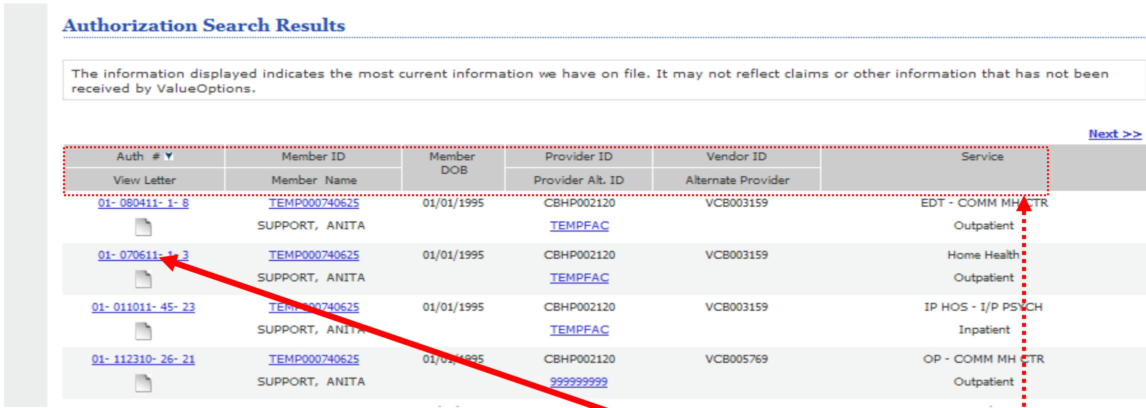
1. Once logged into ProviderConnect, Click on **Authorization Listing** on the Home Page



2. Enter CT + the Member's Medicaid ID (i.e. CT005555555) in the **Member ID** field

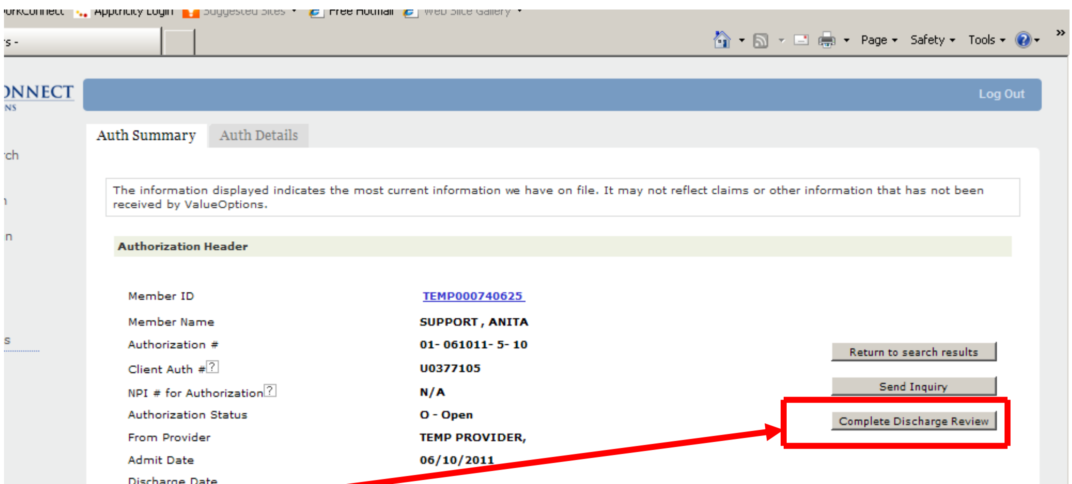


3. Click **View All** or **Search** to view the client's authorization(s).

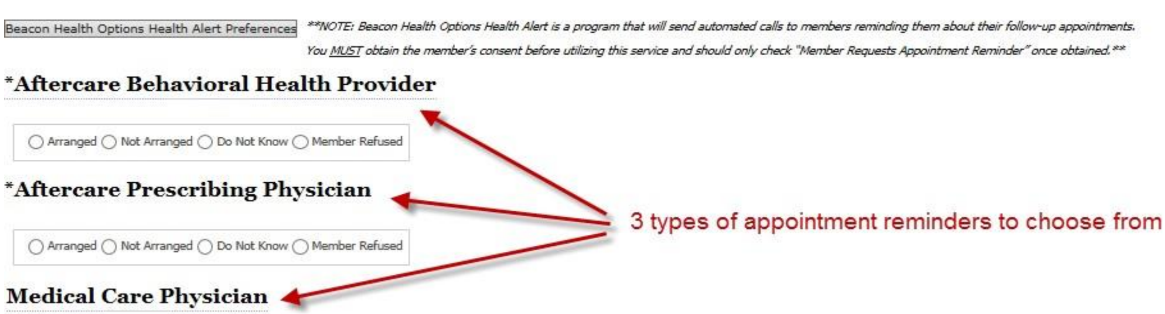


4. Once the correct authorization is located, click on the internal **Auth#** *(the blue hyperlink starting with 01-Date)* to the left of the member's ID#

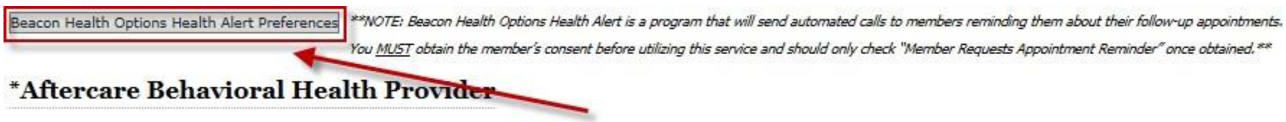
Note: Users can sort authorization results using the Authorization Search Results bar and by clicking on the desired category ** *Click on the header once for descending results & click twice for ascending.*



5. Click on **Complete Discharge Review**
6. Within a Discharge Review, users can set appointment reminders for aftercare behavioral health providers, prescribing providers and medical providers.

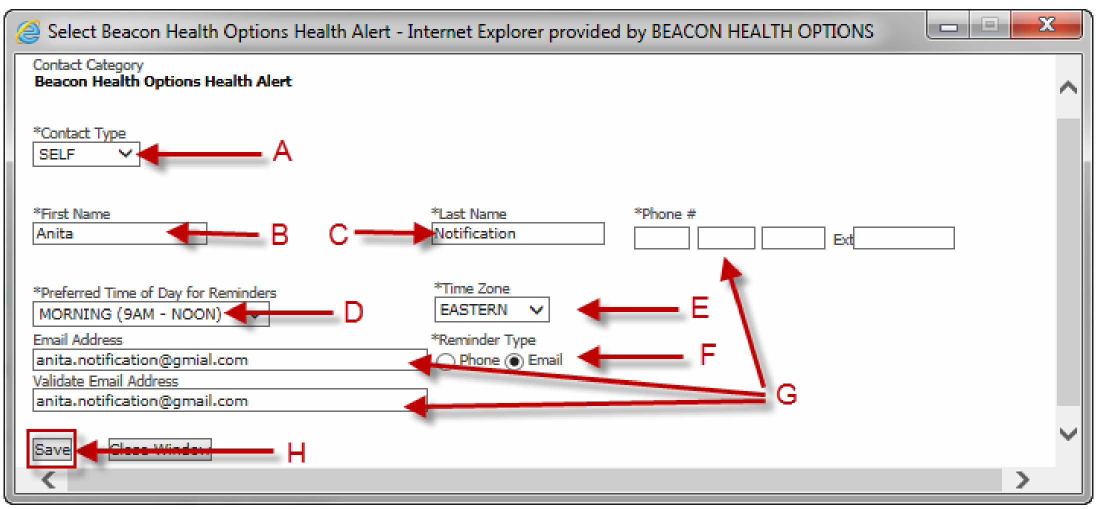


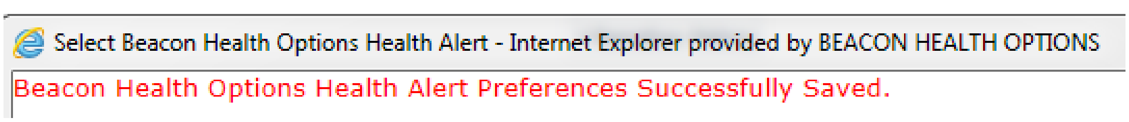
Key Step 2: Entering in the member’s contact information and reminder preferences



1. On the member’s discharge page, click the *Beacon Health Options Health Alert Preferences* button.

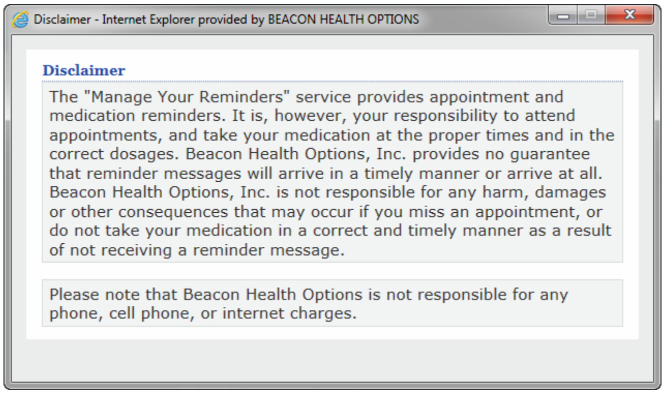
2. A popup window will appear. Complete the fields as follows:
   a. Select “SELF” as the Contact Type from the dropdown menu.
   b. Enter the member’s first name.
   c. Enter the member’s last name.
   d. Enter the time that the member prefers to receive reminders from the dropdown menu.
   e. Select the member’s time zone.
   f. Select whether the member wants to receive reminders via phone call or email.
   g. Enter the member’s email address or phone number based on the member’s preferences
   h. Press the *Save* button to save the member’s reminder.





3. You will receive a confirmation that the alert has been successfully saved.

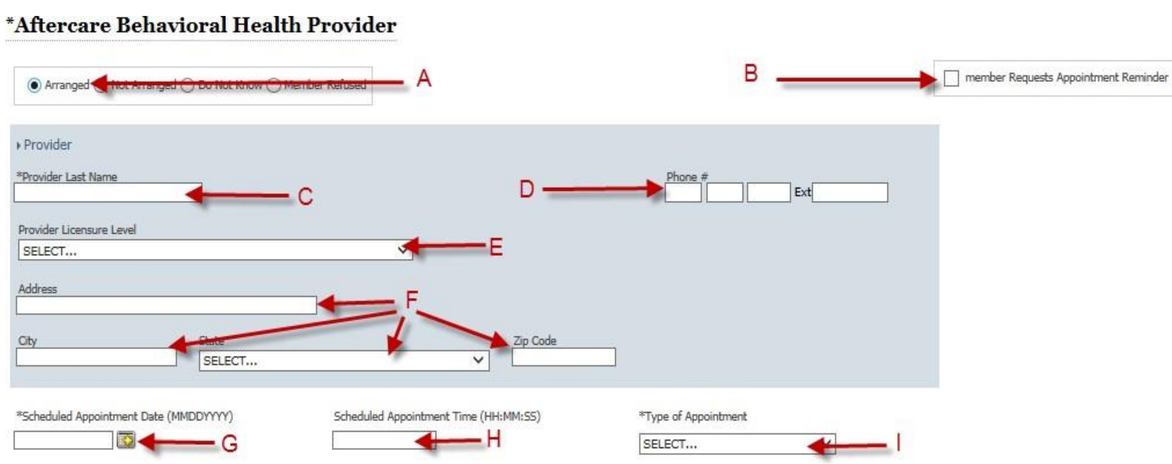
4. You will also be presented with the following disclaimer:



Key Step 3: Setting a Reminder for a Behavioral Health Provider

Follow these steps if you would like to schedule a reminder for a behavioral health provider:

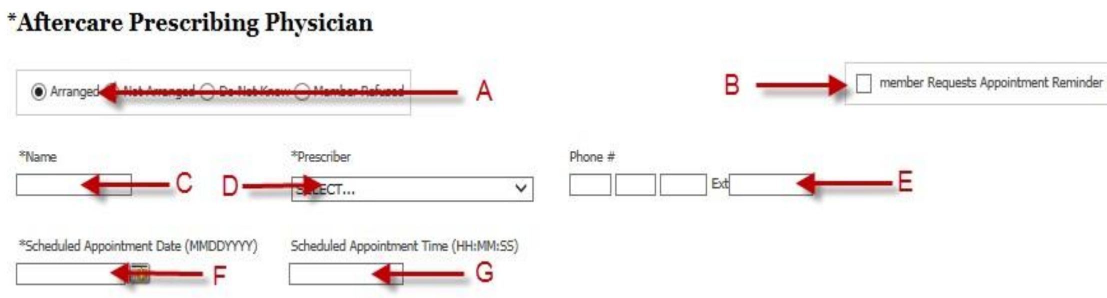
a. Select the *Arranged* radio button
b. Check the *Member Requests Appointment Reminder* checkbox
c. Enter the provider's last name in the text box
d. Enter the provider's phone number (*optional)*
e. Select the provider's licensure level from the drop down menu *(optional)*
f. Enter the provider's address *(optional)*
g. Enter the date of the appointment
h. Enter the time of the appointment in HH:MM:SS format *(optional)*



Key Step 4: Setting a Reminder for an Aftercare Prescribing Provider:

Follow these steps if you would like to schedule a reminder for a prescribing provider:

a. Select the *Arranged* radio button
b. Check the *Member Requests Appointment Reminder* checkbox
c. Enter the provider's name in the text box
d. Select the type of provider from the drop down menu
e. Enter the provider's phone number (*optional)*
f. Enter the date of the appointment
g. Enter the time of the appointment in HH:MM:SS format *(optional)*



Key Step 5: Setting a Reminder for a Medical Care Provider:

Follow these steps if you would like to schedule a medical care provider:

a. Enter the provider’s name *(optional)*
b. Enter the provider’s phone number *(optional)*
c. Select the reason for medical involvement from the dropdown menu *(optional)*
d. Enter the scheduled appointment date *(optional)*
e. Enter the scheduled appointment time in HH:MM:SS format *(optional)*
f. Check the *Member Requests Appointment Reminder* checkbox *(required)*