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2012 Provider Workshops

The CT BHP Provider Relations Department is currently planning the 2012 Provider Workshop Schedule beginning in March of 2012.

Once complete, the full schedule & RSVP form will be distributed to our email list serve and will be available on the CT BHP website : www.ctbhp.com

Providers can contact the Provider Relations Department via the CT BHP Provider Relations email: ctbhp@valueoptions.com to request individual trainings, webinars and on-site visits.

RECOVERY & WELLNESS ISSUE

Wellness Care Coordination

CT BHP has partnered with McKesson Health Solutions to launch a new initiative. This initiative, called the Wellness Care Coordination Program, marks a milestone as one of the first major care coordination collaborations between both mental and medical health. The voluntary pilot program began on September 1, 2011, with the goal of serving 300 voluntary members with co-morbid behavioral and medical conditions. These members were identified by McKesson using behavioral health, pharmaceutical and medical claims data.

The Wellness Care Coordination program will integrate telephonic care coordination activities with the participating members and the member's medical and behavioral health providers, when clinically appropriate. During their participation in the program, a member may benefit in the following ways:

- Increasing the member's understanding of the warning signs associated with their respective condition(s) in order to promote improved ownership of their health status.
- Teaching self-management techniques and lifestyle adjustments.
- Enhancing the member's understanding of the benefits of their prescribed medication regimen.

(cont. on Pg. 2)

New Arrivals to the CT BHP Website

The CT Behavioral Health Partnership is committed to providing a website that continually supports our provider and member communities with easily accessible information and beneficial resources. The CT BHP has been collaborating with our providers and the member community to develop new sections and enhancements that seek to inform and assist our provider and member communities. The four new sections of the CT BHP website www.ctbhp.com are as follows:

- Recovery and Wellness - The Recovery page, which can be accessed from the For Provider or For Member left hand navigational menu, describes CT BHP's focus on encouraging recovery and resiliency in our members while strengthening their access to community services and supports. CT BHP has also partnered with the National Alliance on Mental Illness (NAMI) and the Connecticut Community for Addiction Recovery (CCAR) to provide top quality recovery publications, educational materials and resources for both providers and members. Visitors to this page will also find the latest recovery events and links to trainings such as the CCAR Recovery Coach Academy and Advocacy Unlimited's Recovery University.

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Achieve Solutions

Achieve Solutions is an award winning, online library of information about behavioral health care. This site offers behavioral health information in a convenient, confidential manner with interactive tools and other resources to help individuals and family members resolve personal concerns.

Achieve Solutions includes more than 3,000 feature articles across more than 200 topics and partners with experts to develop articles, quizzes and trainings. Our partners include Harvard University, McLean Hospital, the University of Kansas School of Medicine, Boston College Center for Work & Family and Harris, Rothenberg International. Content is reviewed and refreshed on a regular basis. A link to Achieve Solutions can be found on the CT BHP website: www.ctbhp.com.

Providers have found the Achieve Solutions online library to be a valuable source of material to share with their members and families. All online transactions are completed in a secure manner. Members and families can also access the web site themselves. ■

Wellness Care Coordination *(cont from pg 1)*

- Empowering members to overcome barriers that could threaten adherence to their prescribed treatment regimen and to overcome barriers to basic needs while assessing the capability of caregiver support.
- Increasing the member's understanding of the proper use of "medical home".
- Care coordination with transitions between local, regional and national resources.

CT BHP's Intensive Care Management (ICM) and Peer Programs will play a pivotal role in coordinating care for participating members in this program. Special care will be taken to ensure that there are no "disconnects" or any duplication of services for the member. In order to prevent these instances, the CT BHP will contact all Local Mental Health Authorities (LMHA), providers, Managed Care Organizations (MCO) or any other similar program to make sure that there are no duplication of wellness care coordination activities for a potential member.

Additionally, there is a Wellness Care Coordination button added to the CT BHP homepage. This button takes members to a page where they are provided with informational brochures that span a variety of medical issues including asthma, diabetes, and nicotine among others. A health action plan has also been posted to this page to help participating members consolidate information that will be necessary for accurate and timely care coordination.

If you have any questions about the Wellness Care Coordination program, please feel free to contact the CT BHP at 1 (877) 552-8247 or visit us at www.ctbhp.com. ■

Stepping Out for Wellness

In celebration of September being National Wellness Month, the CT BHP partnered with several local and national organizations to support the first ever National Wellness Week (September 19- 25). Joined by DMHAS, Advocacy Unlimited and McKesson Health Solutions, the CT BHP participated in SAMHSA's first 10 x10 Wellness Campaign. Facing the reality that people with mental health and substance use challenges often have life expectancies decades shorter than the general population, this campaign intended to educate community members on the eight domains of wellness. During this week long campaign, CT BHP employees went out into the community and visited over 23 DMHAS Social Clubs to engage others with the task of improving their physical and nutritional practices. Participants were provided pedometers and nutritional-tracker bracelets. Over the course of Wellness Week, each Social Club was challenged to log at least 200,000 steps and to eat more fruits and vegetables each day. The top 3 winners were Prime Time (Torrington) with 2,041,881 steps, Common Ground (East Hartford) with 1,214,921 and Independence Center (Waterbury) with 854,563 steps. The 10 x10 Wellness Campaign marks another major step in improving the lives of those living with mental health and substance use challenges. ■



New Arrivals *(cont from pg 1)*

- **En Español** - To support our Spanish-speaking member population, efforts have been taken to ensure that essential resources are accessible in both English and Spanish. On the CT BHP homepage and the member homepage, an 'En Español' button has been added. This button takes members to a Spanish homepage which introduces the CT BHP, describes how to find a provider via the ReferralConnect system, and how to contact the CT BHP. Additional resources include a translated Member Handbook, links to Achieve Solutions in Spanish, lists of Enhanced Care Clinics and CT BHP's Frequently Asked Questions.
- **Wellness Care Coordination Program** – The Wellness Care Coordination page, which is accessible from the CT BHP homepage provides informational brochures that span a variety of medical and behavioral health issues including asthma, diabetes, schizophrenia, and stress among others. This program is one of the first major care coordination collaborations between both mental and medical health. *(See Wellness Care Coordination article on Page 1)*
- **Video Trainings - Coming Soon** – CT BHP is creating innovative training materials to help educate providers. A selection of videos will be available on the For Provider homepage throughout the Fall. Providers can utilize these videos in order to become more familiar with the proper procedure for successfully using the ProviderConnect and ClientConnect applications.

Additionally, the CT BHP website continues to offer links to Level of Care Guidelines, Provider and Member Manuals/Handbooks, Provider & Member Events/Trainings, Achieve Solutions (see left text bar), Provider Bulletins, Alerts, Publications and Referral Connect (see right bar). If you have any questions concerning the website or materials posted, feel free to contact the CT BHP Provider Relations Department at 1-877-552-8247 ■

Connect - User Access

The CT BHP Provider Relations Department has transitioned ProviderConnect User ID requests from our Corporate Office to our local Rocky Hill office. Requests for Provider and ClientConnect User ID's no longer have to be submitted via the Online Services Account Request Form or the Account Request Form for Access to Multiple Providers. Requests for new User ID's, password resets, inquiries and/or requests to disable user id's can be emailed to ctbhp@valueoptions.com. All User ID requests should indicate the user's first name, last name, facility or practice name and the user's email address. If you have any questions feel free to contact the CT BHP Provider Relations Department at 1-877-552-8247 ■

Find a Provider, On-line!

CT BHP's On-line Provider Directory offers help in finding participating behavioral health providers in the CT BHP network. The directory can narrow your search to select providers with a specific expertise, service, or program. The directory is updated regularly to provide the most up to date information on the CT BHP provider network. The online directory can be accessed on the CT BHP website: www.ctbhp.com by clicking on the link under Recent News or by clicking Find A Provider on the Provider or Member homepages. If providers or members are unable to find a provider that matches their needs or you are looking for resources that cover specialized needs, contact the CT BHP directly by calling 1-877-552-8247 and speak with a Customer Service Representative. *NOTE: Providers can update their profile by contacting the Provider Relations Department at the number above or via the Provider Relations email: ctbhp@valueoptions.com.* ■



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TO: _____

CT BEHAVIORAL PARTNERSHIP - PROVIDER NEWSLETTER



YOU'VE GOT MAIL!

The Provider Relations Department of The CT Behavioral Health Partnership maintains a CT BHP Provider email distribution list for rapid notification of policy changes, procedures, Provider Alerts and HP Provider Bulletins; as well as news, upcoming trainings and events. If you or a member of your staff is currently not a part of this distribution list, please email us at ctbhp@valueoptions.com.



Website: www.ctbhp.com

Phone: 1-877-552-8247 or 1-877-55 CTBHP

Bulletin Rewind

The CT BHP wants to take the opportunity to keep providers abreast of recent communications, which include: alerts, bulletins and policy changes. With such a varied and robust network of providers, it is always a challenge to ensure that each provider is made aware of any and all updates.

Bulletin Rewind is a continuing feature of [Partnership in Print](#) and highlights recent provider alerts (PA) and bulletins (PB). Please note that all CT BHP Provider Bulletins and Alerts can also be found on the CT BHP website.

Provider Notice 2011-06 (Sept)

To: CT BHP Resi and Grp Home Providers
Subj: ProviderConnect Residential and Group Home Discharge Procedure

Provider Notice 2011-07 (Sept)

To: CT BHP Home Health Providers
Subj: Home Health Agency Web Registration Enhancements

Provider Notice 2011-08 (Sept)

To: CT BHP Providers
Subj: Connect Systems - Member Eligibility Coverage Group Classifications

DCF Alert 2011-05 (Sept)

To: DCF Area Offices, Parole, Probation
Subj: ClientConnect - Member Eligibility Coverage Group Classifications

Provider Bulletin 2011-77 (Oct)

To: All Providers, MCOs
Subj: Medical Admin Services Organization for the entire Medical Assistance Program, to replace Managed Care Organizations

Provider Notice 2011-09 (Nov)

To: CT BHP Acute Care Providers
Subj: Acute Care Preadmission Telephonic Review Timelines Clarification

A full listing of all CT BHP Bulletins and Provider Alerts can be located on the CT BHP website: www.ctbhp.com

