

Welcome to the CT Medicaid Network

Welcome to the CT Medicaid Network! This packet will guide you through the basics of checking member eligibility, obtaining authorizations, and submitting claims for reimbursement. We look forward to helping you provide the highest quality of care to our members.



Overview

The CT BHP is a partnership that consists of the Department of Children and Families (DCF), the Department of Social Services (DSS), the Department of Mental Health and Addiction Services (DMHAS), Beacon Health Options, a legislatively mandated Oversight Council, and Gainwell Technologies. Since 2006, the CT BHP has provided oversight of behavioral health services throughout the state. Currently, we serve approximately 600,000 children, adults and their families.

Inside this packet:

<i>Contacts</i>	2
<i>Member Eligibility</i>	2
<i>Obtaining Authorization</i>	3-4
<i>Claims Reimbursement</i>	4

Contacts

Gainwell Technologies

www.ctdssmap.com

1(800) 842-8440

- Provider enrollment and re-enrollment
- Address changes or updates
- Member eligibility
- Claims or billing questions
- Fee schedules and rates

Beacon Health Options

www.ctbhp.com

(877) 552-8247

- Authorization/Registration of services
- Inquiries regarding ProviderConnect
- Address changes or updates
- If you are no longer accepting referrals
- Member supports or services

Member Eligibility

Prior to beginning a course of treatment, and at the time of each session, it is important that the provider verify the member's eligibility. Providers cannot be reimbursed for services provided to a person who is not eligible at the time the services are rendered. Eligibility can be checked two different ways:

1. Log into your online account with Gainwell Technologies on www.ctdssmap.com to verify a member's eligibility electronically.

or

2. Call Gainwell Technologies AEVS (Automated Eligibility Verification System) at (800)-842-8440.

Registration to Obtain Authorizations

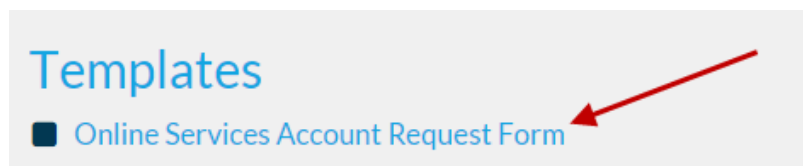
The CT BHP offers a web-enabled application, ProviderConnect, for registering/authorizing services such as (i.e. Diagnostic Evaluations, Intensive Outpatient, Psychological Testing, Home-Based services, Methadone Maintenance, Case Management and Home Health, etc.).

To access ProviderConnect:

1. Visit www.CTBHP.com, then click on the “For Providers” button.

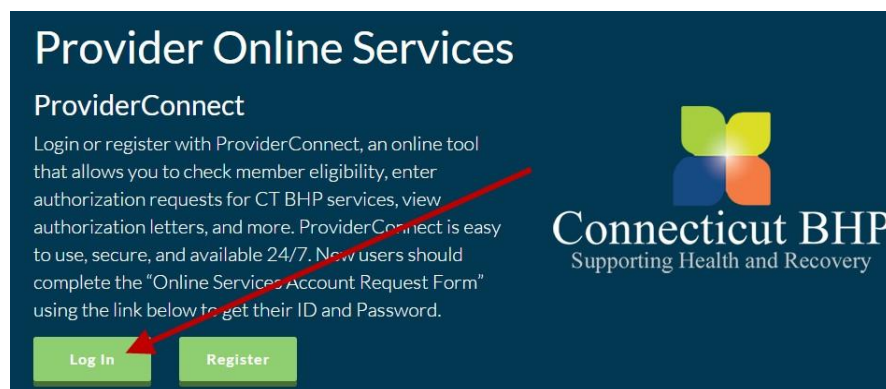


3. Before obtaining authorization you will first need a username and password to log into ProviderConnect. Please fill out and return the “[Online Services Account Request Form](#)” to the CT BHP before attempting to log in. You can access this form under the Templates header on the Provider homepage. **A username and password will be emailed to you.**



* Please note that the online Account Request Form is the quickest and most convenient way to obtain your user ID and password. Choosing the “Register” button on the Provider homepage may delay your request and access to the system.

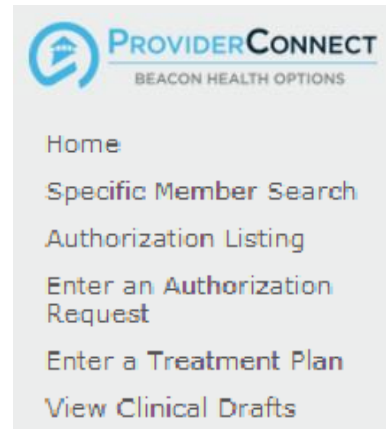
4. Once a username and password have been emailed to you, you are able to log in by clicking the “Log In” button on the Provider homepage.



Obtaining Authorization (continued)

5. Once logged into ProviderConnect, the menu (located on the left side of the home screen) can be used to:

- Search for members →
- Search for authorization letters →
- Enter initial/concurrent authorizations →
- View and open any clinical drafts, which are saved for 30 days →



Feel free to contact the **CT BHP Provider Relations department** at **(877) 552-8247 prompts 1, 2, and 7**, with any questions or in the event any errors are received. Authorizations can be entered up to 21 days after the first date of service for the lower levels of care. For a full list of covered services please visit: <https://www.ctbhp.com/providers/prv-covrdsrvcs.html>

Claim Reimbursement

All behavioral health service claims for Husky A, B, C & D are administered by Gainwell Technologies. For information on obtaining login information to the ctdssmap.com website, lolclaim submissions and claim payment, please access the Connecticut Medical Assistance Program website:

www.ctdssmap.com

or call the

Provider Assistance Center at: (800) 842-8440

Note: Beacon Health Options does not pay claims, please contact Gainwell Technologies directly at 1-800-842-8440 with any questions relating to claims.

All information pertaining to reimbursement rates for services will also be accessible through www.CTDSSMAP.com. On the homepage, click 'Provider' on the main menu and then click on 'Provider Fee Schedule Download.' Fee schedules are listed by provider type.