



# Member Handbook

Serving Adults, Children, and Families



Welcome to the Connecticut Behavioral Health Partnership.

If you need this handbook translated into your language, please contact CT BHP.

This handbook will help you understand:

- What the Connecticut Behavioral Health Partnership (CT BHP) is
- What services and supports are available to you and/or your family, and
- How to contact CT BHP directly:

Connecticut Behavioral Health Partnership  
500 Enterprise Drive, Suite 3D  
Rocky Hill, CT 06067

Toll Free 877-55-CT BHP or 877-552-8247  
Hearing Impaired: Dial 711

Website: [www.CTBHP.com](http://www.CTBHP.com)

Si usted necesita una copia en Español, por favor llame a:

877-55-CT BHP or 877-552-8247

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The services provided by the Connecticut Behavioral Health Partnership (CT BHP) are available to all eligible individuals without regard to race, color, religious creed, gender, sexual orientation, marital status, age, national origin, ancestry, intellectual disability, mental disability, learning disability, or physical disability, including, but not limited to: blindness, criminal record, political beliefs and/or language barriers.

This handbook is available in other formats (auxiliary aids for blind or visually impaired persons). Please call us at 877-552-8247 and ask to speak with a Peer Specialist who can help you with your requests.

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## Section I: Overview of the Connecticut Behavioral Health Partnership (CT BHP)

The Connecticut Behavioral Health Partnership (CT BHP) is composed of the Connecticut Departments of Social Services (DSS), Mental Health and Addiction Services (DMHAS), and Children and Families (DCF). CT BHP contracted with Beacon Health Options, the Administrative Services Organization (ASO), to authorize and coordinate behavioral health services (mental health and addiction services) for HUSKY Health members in Connecticut.

To reach CT BHP:

- Call the Customer Service Department toll free at 877-552-8247.
- Hearing impaired, call 711 Relay Service to be connected to CT BHP.
- Call center is open Monday through Friday from 9 am to 7 pm.
- Clinical Care Managers are available 24 hours a day, 365 days a year for members.
- If you do not speak English, a Customer Service Representative will connect you to a person who is able to speak your language.

## Section II: Covered Benefits and Services

### MENTAL HEALTH AND SUBSTANCE (BEHAVIORAL HEALTH) SERVICES

Covered benefits and services administered by the Connecticut Behavioral Health Partnership are available to members who are enrolled in HUSKY A, HUSKY B, HUSKY C, HUSKY D, and the Limited Benefit Services program through the Department of Children and Families (DCF). To find out if you or someone you know are eligible for any of these programs:

Call 855-805-4325, 711 Relay Service, or

Visit on line: [www.accesshealthct.com](http://www.accesshealthct.com) (quickest way to get a decision).

The following is a sample of covered behavioral health benefits and services. Full descriptions are available in the Appendix at the end of this handbook:

- Psychiatric hospitalization
- Observation
- Substance Use Withdrawal Management (formally known as detoxification) Inpatient
- Partial Hospitalization Program (PHP)
- Extended Day Treatment (EDT)
- Crisis Stabilization Bed (CARES unit)
- Psychiatric Residential Treatment Facility (PRTF)
- Residential Treatment Center for Children through DCF
- Adult Group Homes through DMHAS
- Child Group Homes through DCF
- Home-based Services for Ages 21 and under
- For Children in Congregate Care for DCF
- Case Management for Ages 19 and under
- Outpatient Services
- Intensive Outpatient Services (IOP)
- Electro Convulsive Therapy (ECT)

- Methadone Maintenance
- Medication Assisted Treatment (MAT)
- Ambulatory Withdrawal Management (formerly known as detoxification)
- Autism Spectrum Disorder Services (ASD)
- Psychological Testing, and
- Home Health Services for Behavioral Health Issues

You do not need a referral to get mental health or substance use services. Here are ways you can find a doctor or clinician:

- Visit our website, <http://www.ctbhp.com>
- Call the Connecticut Behavioral Health Partnership (CT BHP) at 877-552-8247. Someone will help you find a provider. If you are hearing impaired, you can call TTY at 711.

If you have HUSKY A, C or D, you do not have a copay. For HUSKY B, there are copays for non-preventive services. If your child is part of HUSKY B, Band 2, there is a monthly premium.

### **HUSKY B MENTAL HEALTH AND SUBSTANCE USE SERVICES**

<b>Services</b>	<b>HUSKY B Pays</b>	<b>Member Pays</b>
<b>Mental Health Inpatient</b>	<b>100%</b>	<b>No copay</b>
<b>Mental Health Outpatient</b>	<b>100%</b>	<b>No copay</b>
<b>Substance Use Withdrawal Management (formerly known as detoxification) Inpatient</b>	<b>100%</b>	<b>No copay</b>
<b>Substance Use Outpatient</b>	<b>100%</b>	<b>No copay</b>
<b>Short- and Long-Term Rehabilitation</b>	<b>Covered services include home based and community-based rehabilitation and emergency mobile rehabilitation services.</b>	<b>No copay</b>
<b>Home Health Care</b>	<b>100% Medication administration</b> <b>Excludes: Custodial care, homemaker care or care that may be provided in a medical office, hospital or skilled nursing facility and offered to the member in such setting.</b>	<b>No copay</b>

<b>Residential Services</b>	<b>100% Department of Children &amp; Families (DCF) residential treatment, crisis stabilization, group home, shelter, safe home, foster care, community housing assistance, and transitional living.</b>	<b>No copay</b>
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<b>IMPORTANT CONTACT INFORMATION FOR HUSKY HEALTH MEMBERS</b>	
<b>Mental Health and Substance (ab)Use Treatment Services</b>	<p><b>Connecticut Behavioral Health Partnership. For information, covered services, and finding providers: 877-552-8247 Hearing Impaired: 711   Regular business hours: Mon-Fri 9:00 am to 7:00 pm, Crisis and Inpatient Admissions: 24/7 Website: <a href="http://www.ctbhp.com">www.ctbhp.com</a></b></p> <p><b>Behavioral Health Recovery Program: HUSKY D Residential and Recovery Support Substance Use Treatment Services</b></p> <p><b>Advanced Behavioral Health:</b></p> <p><b>Residential Clinical Services 800-606-3677</b></p> <p><b>Recovery Support Program: 800-658-4472</b></p>
<b>Medical Services</b>	<p><b>Community Health Network of CT. For information, covered services and finding providers: 800-859-9889. Hearing Impaired: 711   Mon-Fri 8:00 am to 6:00 pm Website: <a href="http://www.chnct.org">www.chnct.org</a></b></p>
<b>Dental Services</b>	<p><b>Dental Health Partnership/BeneCare. For information, covered services and finding dentists: 855-283-3682. Hearing Impaired: 711   Mon-Fri 8:00 am to 5:00 pm Website: <a href="http://www.ctdhp.com">www.ctdhp.com</a></b></p>
<b>Pharmacy Services</b>	<p><b>Client Assistance Center. For information: 866-409-8430 or 860-269-2031 Hearing Impaired: 711   Mon-Fri 8:00 am to 5:00 pm Website: <a href="http://www.ctdssmap.com">www.ctdssmap.com</a></b></p>
<b>Transportation to Health Care Appointments</b>	<p><b>For HUSKY A, HUSKY C &amp; HUSKY D Members, Contact Veyo 855-478-7350 Mon-Fri 7:00 am to 6:00 pm</b></p> <p><b>Website: <a href="http://www.ct.ridewithveyo.com">www.ct.ridewithveyo.com</a></b></p>
<b>Claims Member Assistance/Bills</b>	<p><b>Gainwell Technologies – Client Assistance Member Claims/Billing Services: 866-409-8430 Hearing Impaired: 711   Mon-Fri 8:30 am to 5:00 pm Website: <a href="http://www.ctdssmap.com">www.ctdssmap.com</a></b></p>
<b>Vision Services</b>	<p><b>Community Health Network of CT. For information: 800-859-9889 Hearing Impaired: 711   Mon-Fri 8:00 am to 6:00 pm Website: <a href="http://www.chnct.org">www.chnct.org</a></b></p>
<b>DSS Benefit Center/ConneCT</b>	<p><b>DSS Benefits Center. For information: 855-626-6632 Hearing Impaired: 800-842-4524 or 711 to apply for HUSKY D and for all DSS benefits including SNAP, TFA, Cash, State Supplement, Medicare Savings, Refugee Assistance, HUSKY C application, renew &amp; report changes to personal information and interviews. Mon-Fri 7:30 am to 4:00 pm Website: <a href="http://www.connect.ct.gov">www.connect.ct.gov</a></b></p>
<b>DMHAS</b>	<p><b>Department of Mental Health and Addiction Services: 860-418-7000 Hearing Impaired: 711 Website: <a href="http://www.ct.gov/dmhas">www.ct.gov/dmhas</a></b></p>

<b>DDS</b>	<b>Department of Developmental Services Information: 866-737-0330 Hearing Impaired: 711   Mon-Fri 8:00 am to 5:00 pm Website: <a href="http://www.ct.gov/dds">www.ct.gov/dds</a></b>
<b>SDE</b>	<b>State Department of Education: 860-713-6910: <a href="https://portal.ct.gov/SDE">https://portal.ct.gov/SDE</a> Bureau of Special Education: <a href="https://portal.ct.gov/SDE/Services/Special-Education">https://portal.ct.gov/SDE/Services/Special-Education</a></b>
<b>Medicare</b>	<b>Customer Assistance: 800-633-4227 Hearing Impaired: 711   Website: <a href="http://www.medicare.com">www.medicare.com</a></b>
<b>Social Security</b>	<b>Social Security Administration Customer Assistance: 800-772-1213 Hearing Impaired: 711   Website: <a href="http://www.socialsecurity.gov">www.socialsecurity.gov</a></b>
<b>HUSKY Spend-down</b>	<b>Spend-down amount, expenses, expenses received &amp; applied: 877-858-7012 Hearing Impaired: 711   Mon-Fri 8:30 am to 5:00 pm</b>
<b>DCF Careline</b>	<b>Department of Children &amp; Families Careline: 800-842-2288 Hearing Impaired: 711   Website: <a href="http://www.ct.gov/DCF">www.ct.gov/DCF</a></b>
<b>Application for health insurance</b>	<b>AccessHealthCT for eligibility questions, apply, renew or report changes for HUSKY A, B, and D: 855-805-4325. Hearing Impaired: 711   Mon-Fri 8:00 am to 4:00 pm (Hours extended during open enrollment) Website: <a href="http://www.accesshealthct.com">www.accesshealthct.com</a></b>
<b>CONNECT Help Desk</b>	<b>ConneCT MyAccount Password resets Mon-Fri 8:30 am to 5:00 pm 877-874-1612 Hearing Impaired: 711   Website: <a href="http://www.ct.gov/dss">www.ct.gov/dss</a></b>
<b>CONNECT EBT (Gray card)</b>	<b>For SNAP, TFA and other cash assistance 24 hours/day, 7 day a week: 888-838-2666 Hearing Impaired: 711   Website: <a href="http://www.ct.gov/dss/ebt">www.ct.gov/dss/ebt</a></b>
<b>CT DSS 1095B Tax form</b>	<b>Information Center: 844-503-6871 Hearing Impaired: 711   Mon-Fri 8:00 am to 5:00 pm Website: <a href="http://www.ct.gov/dss">www.ct.gov/dss</a></b>
<b>HUSKY Premium Billing</b>	<b>For HUSKY B and Med-ConneCT premium billing related questions Mon-Fri 8:30 am to 5:00 pm: 1-800-656-6684 Hearing Impaired: 711</b>
<b>To Renew for DSS services: SNAP, Cash assistance and HUSKY C</b>	<b>On line <a href="http://www.ct.gov/dss/myaccountlogin">www.ct.gov/dss/myaccountlogin</a> when you have an on-line account or completing the form and mailing, or going to DSS regional offices.</b>

To learn more about the CT BHP, go to: [www.ctbhp.com](http://www.ctbhp.com).



HUSKY A, C & D Covered Service	HUSKY A, C & D Limitations	*Is Prior Authorization Required?	HUSKY Providers Who Offer This Care
<b>Behavioral Health</b> ( <i>Mental Health and Substance use disorder Treatment</i> ) For more information: Contact Connecticut Behavioral Health Partnership at <a href="http://www.ctbhp.com">www.ctbhp.com</a> or 1.877.552.8247			
<ul style="list-style-type: none"> <li><b>Emergency Services</b></li> </ul>	In-state: Covered at a Hospital or Urgent Care Provider. Out-of-state: Not covered unless visit is medically necessary AND the provider enrolls in HUSKY. Out-of-country: Emergency services are not covered when received outside of the U.S. or U.S. territories.	No	Hospital emergency department within the US or US territories
<ul style="list-style-type: none"> <li><b>Outpatient Services for Mental Health and/or Substance Use Disorder Treatment</b></li> </ul>	Covered when medically necessary	No PA Required for Initial Evaluation Only	Outpatient hospital, clinic or independent practitioner
<ul style="list-style-type: none"> <li><b>Intensive Outpatient Program, Partial Hospitalization Programs and Extended Day Treatment</b></li> </ul>	Covered when medically necessary	Yes	Outpatient hospital, or clinic
<ul style="list-style-type: none"> <li><b>Case Management</b></li> </ul>	Covered when medically necessary for individuals 18 and under	Yes, for more than 12 sessions in a year	Outpatient hospital, clinic or independent practitioner
<b>Pharmacy</b> <ul style="list-style-type: none"> <li><b>Spravato</b></li> </ul>	Covered when medically necessary	Yes	Outpatient hospital or clinic
<ul style="list-style-type: none"> <li><b>Electroconvulsive Therapy</b></li> </ul>	Covered when medically necessary	No – effective 1/1/21	Medical Doctor or Hospital/Facility who performs Electroconvulsive Therapy
<ul style="list-style-type: none"> <li><b>Transcranial magnetic stimulation (TMS)</b></li> </ul>	Covered when medically necessary for the treatment of depression	No	Medical Doctor or Hospital/Facility who performs TMS
<ul style="list-style-type: none"> <li><b>Methadone Maintenance</b></li> </ul>	Covered when medically necessary	Yes	Methadone Maintenance Clinic

HUSKY A, C & D Covered Service	HUSKY A, C & D Limitations	*Is Prior Authorization Required?	HUSKY Providers Who Offer This Care
<ul style="list-style-type: none"> <li>• <b>Ambulatory Withdrawal Management (formerly known as detoxification)</b></li> </ul>	Covered when medically necessary, limit of 90 sessions per episode of care	Yes,	Alcohol & Drug Treatment Center
<ul style="list-style-type: none"> <li>• <b>Psychological and Neuropsychological Testing</b></li> </ul>	Covered when medically necessary	Yes	Outpatient hospital, clinic or independent practitioner
<ul style="list-style-type: none"> <li>• <b>Observation Services</b></li> </ul>		No	General Hospital-Psychiatric Unit or Psychiatric Hospital
<ul style="list-style-type: none"> <li>• <b>Inpatient Services for Mental Health and/or Substance Use Disorder Treatment (Includes State Inpatient Hospital, Inpatient - Withdrawal Management (formerly known as detoxification) Hospital, Crisis Stabilization Bed)</b></li> </ul>	Covered when medically necessary, exception 21 – 64 years old for State Inpatient  Crisis stabilization up to age 21	Yes	General Hospital-Psychiatric Unit or Psychiatric Hospital
<ul style="list-style-type: none"> <li>• <b>Inpatient Withdrawal Management (formerly known as detoxification) Freestanding</b></li> </ul>	Covered when medically necessary in state, exception out of state in a facility with more than 16 beds for 21-64 years olds	Yes	Alcohol & Drug Treatment Center
<ul style="list-style-type: none"> <li>• <b>Residential Rehabilitation</b></li> </ul>	Covered when medically necessary for HUSKY A/Family Single only HUSKY D must contact Advanced Behavioral Health (800-606-3677) for approval		Alcohol & Drug Treatment Center
<ul style="list-style-type: none"> <li>• <b>Intermediate Duration Acute Psychiatric Inpatient</b></li> </ul>	Covered when medically necessary for those over 18 years old. Requires DMHAS prior approval	Yes – St Vincent's Medical Center only	General Hospital – Psychiatric Unit or Psychiatric Hospital
<ul style="list-style-type: none"> <li>• <b>PRTF-Psychiatric Residential Treatment</b></li> </ul>	Covered when medically necessary for those up to 21	Yes	Psychiatric Residential Treatment Facility
<ul style="list-style-type: none"> <li>• <b>Residential Treatment (Includes Residential and Group Homes)</b></li> </ul>	DCF or Voluntary Involvement Only – up to age 21 only	Yes	Child Residential Treatment Facilities and Group Homes

HUSKY A, C & D Covered Service	HUSKY A, C & D Limitations	*Is Prior Authorization Required?	HUSKY Providers Who Offer This Care
<b>Home Based Services</b> <ul style="list-style-type: none"> <li>IICAPS, MST, MDFT, FFT</li> </ul>	Home based behavioral health services covered for those up to age 21.	Yes	Outpatient Clinics
<b>Autism Spectrum Disorder Services</b> <ul style="list-style-type: none"> <li>Diagnostic Evaluation</li> <li>Behavioral Assessment</li> <li>Service Delivery (ABA in home)</li> <li>ASD Groups</li> </ul>	Covered when medically necessary for those up to 21	Yes	Outpatient hospital, clinic or independent practitioner
<b>Home Health Care</b> <ul style="list-style-type: none"> <li>Skilled Nursing Visits</li> <li>Home health Aide services</li> </ul>	<p>Covered when medically necessary</p> <p>Covered when medically necessary. Custodial or homemaker/companion services are not covered.</p>	<p>Yes for more than 2 nursing visits per calendar weeks</p> <p>Yes for more than 14 hours/week</p>	Home Health Care Agency
<ul style="list-style-type: none"> <li>EPSDT</li> </ul>	All EPSDT services require a single case agreement for those up to age 21	Yes	Outpatient hospital, clinic, or independent practitioner

HUSKY B Covered Services	HUSKY B Limitations	*Is Prior Authorization Required?	HUSKY Providers Who Offer This Care
<b>Behavioral Health</b> ( <i>Mental Health and Substance use disorder Treatment</i> ) For more information: Contact Connecticut Behavioral Health Partnership at <a href="http://www.ctbhp.com">www.ctbhp.com</a> or 1.877.552.8247			
<ul style="list-style-type: none"> <li>Emergency Services</li> </ul>	<p>In-state: Covered at a Hospital or Urgent Care Provider.</p> <p>Out-of-state: Not covered unless visit is medically necessary AND the provider enrolls in HUSKY.</p> <p>Out-of-country: Emergency services are not covered when received outside of the U.S. or U.S. territories.</p>	No	Hospital emergency department within the US or US territories

<ul style="list-style-type: none"> <li>• <b>Outpatient Services for Mental Health and/or Substance Use Disorder Treatment</b></li> </ul>	Covered when medically necessary	No PA Required for Initial Evaluation only	Outpatient hospital, clinic or independent practitioner
<ul style="list-style-type: none"> <li>• <b>Intensive Outpatient Program, Partial Hospitalization Programs and Extended Day Treatment</b></li> </ul>	Covered when medically necessary	Yes	Outpatient hospital, or clinic
<ul style="list-style-type: none"> <li>• <b>Case Management</b></li> </ul>	Covered when medically necessary for individuals 18 and under	Yes for more than 12 sessions in a year	Outpatient hospital, clinic or independent practitioner
<b>Pharmacy</b> <ul style="list-style-type: none"> <li>• <b>Spravato</b></li> </ul>	Covered when medically necessary	Yes	Outpatient hospital or clinic
<ul style="list-style-type: none"> <li>• <b>Electroconvulsive Therapy</b></li> </ul>	Covered when medically necessary	No – effective 1/1/21	Medical Doctor or Hospital/Facility who performs Electroconvulsive Therapy
<ul style="list-style-type: none"> <li>• <b>Transcranial magnetic stimulation (TMS)</b></li> </ul>	Covered when medically necessary for the treatment of depression	No	Medical Doctor or Hospital/Facility who performs TMS
<ul style="list-style-type: none"> <li>• <b>Methadone Maintenance</b></li> </ul>	Covered when medically necessary	Yes	Methadone Maintenance Clinic
<ul style="list-style-type: none"> <li>• <b>Ambulatory Withdrawal Management (formerly known as detoxification)</b></li> </ul>	Covered when medically necessary, limit of 90 sessions per episode of care	Yes,	Alcohol & Drug Treatment Center
<ul style="list-style-type: none"> <li>• <b>Psychological and Neuropsychological Testing</b></li> </ul>	Covered when medically necessary	Yes	Outpatient hospital, clinic or independent practitioner
<ul style="list-style-type: none"> <li>• <b>Observation Services</b></li> </ul>		No	General Hospital-Psychiatric Unit or Psychiatric Hospital
<ul style="list-style-type: none"> <li>• <b>Inpatient Services for Mental Health and/or Substance Use Disorder Treatment (Includes State Inpatient Hospital, Inpatient Hospital, Inpatient Withdrawal Management (formerly known as detoxification) -Hospital, Crisis Stabilization Bed)</b></li> </ul>	Covered when medically necessary	Yes	General Hospital-Psychiatric Unit or Psychiatric Hospital

HUSKY B Covered Services	HUSKY B Limitations	*Is Prior Authorization Required?	HUSKY Providers Who Offer This Care
<ul style="list-style-type: none"> <li><b>Inpatient Services for Substance Use Disorder Treatment (Includes Inpatient Withdrawal Management (formerly known as detoxification)-Freestanding and Residential Rehabilitation)</b></li> </ul>	Covered when medically necessary	Yes	Alcohol & Drug Treatment Center
<ul style="list-style-type: none"> <li><b>PRTF-Psychiatric Residential Treatment</b></li> </ul>	Covered when medically necessary for those up to 21	Yes	Psychiatric Residential Treatment Facility
<ul style="list-style-type: none"> <li><b>Residential Treatment (Includes Residential and Group Homes)</b></li> </ul>	DCF or Voluntary Involvement Only	Yes	Child Residential Treatment Facilities and Group Homes
<b>Home Based Services</b> <ul style="list-style-type: none"> <li><b>IICAPS, MST, MDFT, FFT</b></li> </ul>	Home based behavioral health services covered for those up to age 21.	Yes	Outpatient Clinics
<b>Home Health Care</b> <ul style="list-style-type: none"> <li><b>Skilled Nursing Visits</b></li> <li><b>Home health Aide services</b></li> </ul>	<p>Covered when medically necessary</p> <p>Covered when medically necessary. Custodial or homemaker/companion services are not covered.</p>	<p>Yes for more than 2 nursing visits per calendar weeks</p> <p>Yes for more than 14 hours/week</p>	Home Health Care Agency
<ul style="list-style-type: none"> <li><b>EPSDT</b></li> </ul>	All EPSDT services require a single case agreement for those up to age 21	Yes	Outpatient hospital, clinic or independent practitioner

## PEER BASED SERVICES

Peer Specialists are an important part of the care continuum. They provide hope that recovery is possible. Studies show talking to a person who has had similar experiences can be helpful to individuals on their path to recovery. Peer Specialists are highly trained and certified adults with lived experience from a behavioral health and/or substance use disorder who provide education, outreach, and other types of services to HUSKY enrolled individuals. They support engagement in treatment, help navigate the service system, and assist individuals with identifying natural supports. Peer Specialists may also be parents of children who have experience with the children's behavioral health system and provide supports to parents or guardians with connecting their children with resources. Beacon Health Options implements an extensive training program in coordination with advocacy agencies to build additional leadership and mentoring skills amongst the Peer Specialist staff.

### **GOALS OF THE PEER SPECIALIST TEAM**

- Provide training and assistance for behavioral health and substance use initiatives
- Improve treatment outcomes by empowering individuals with improving treatment engagement
- Normalize the recovery process for individuals and families
- Provide support navigating the treatment and community support systems
- Support a community of non-traditional services
- Lend their voice to the recovery network in Connecticut
- Reduce stigma of experiencing behavioral health and substance use challenges

### **THE ROLE OF THE PEER SPECIALIST**

- Provide support and encouragement from the perspective of someone who has lived with a similar experience
- Encourage individuals to focus on their strengths and abilities for long range health and wellness
- Promote skill development and support individuals in achieving their recovery goals
- Support active participation in the treatment process
- Support the individuals as a mentor and sharing of their recovery journey
- Provide a safe environment for the individual to practice behaviors that will support their recovery
- Support the individual's goals and their self-directed recovery journey.
- Support families with maintaining children in their homes.
- Promote recovery and resiliency by providing outreach services while serving as a role model/mentor
- Support children and families who need assistance in accessing services or engaging in treatment
- Coordinate educational efforts for families, schools, faith-based communities, social and medical health care providers
- Provide training for providers, adult members, families, and community collaborative groups, and
- Work with community collaborative groups and advocacy agencies to support family and community-based resources that are culturally competent, and which embrace and promote the principles of recovery and resiliency

### **RECOVERY AND RESILIENCY**

The ASO includes Peer Specialists in an array of services offered directly to, or on behalf of, HUSKY members. They are embedded within the CT BHP and ensure recovery and resiliency are not only supported, but encouraged, from outreach to outcomes. Peer Specialists understand that there are multiple pathways to recovery.

### **PHYSICAL HEALTH**

HUSKY Health members receive general medical care through Community Health Network of Connecticut (CHN CT). CHN CT is the Administrative Services Organization (ASO) responsible for physical health services, primary care & preventive services, hospital medical emergency services, as well as supplemental services such as laboratory, radiology, and durable medical equipment as needed for all HUSKY Health members.

- Children, parents or caretakers of minor children, pregnant women and adults under 65 without dependent children can apply or renew health coverage at 855-805-4325. Individuals who are deaf or hearing impaired can call 711 to be connected to CT BHP or on line: [www.accesshealthct.com](http://www.accesshealthct.com) (quickest way),
- Households and individuals who are 65 and older, blind or with disability and wish to apply for, or renew Medicaid (HUSKY C) or Medicaid for Employees with Disabilities (MED-Connect). To apply for or renew SNAP (food stamps) and/or cash assistance, apply online at [www.connect.ct.gov](http://www.connect.ct.gov), under “Apply for Benefits” or at a DSS office.

## NON-EMERGENCY MEDICAL TRANSPORTATION

- HUSKY A, HUSKY C, and HUSKY D members may contact Veyo at: 855-478-7350 to learn how to schedule non-emergency transportation rides to and from medical, dental and mental health appointments. Appointments need to be scheduled two days ahead. Members can also make a reservation on-line at [www.ct.ridewithveyo.com](http://www.ct.ridewithveyo.com).
- HUSKY B members are not covered for non-emergency transportation.

If you are having a problem getting a ride to your appointment after calling the transportation company, please call the CT BHP Member Service line at 877-552-8247.

Visit their website at <https://ct.ridewithveyo.com/>

## DENTAL HEALTH

The Connecticut Dental Health Partnership (CTDHP) is part of the HUSKY Health program. Specifically, the CTDHP provides management and customer service for the dental benefits portion of HUSKY Health. Orthodontic services are provided only to members under age 21.

The CTDHP will help eligible members locate a participating network dentist or dental specialist, provide appointment scheduling assistance for families, offer translation assistance and help with the coordination of transportation to and from dental appointments, including locating a dental office that will work with individuals with special healthcare needs or require ADA accommodations. For more information, contact the CTDHP Customer Service Representatives at 1-866-420-2924 or visit [www.ctdhp.com](http://www.ctdhp.com).

## TRAVELING OUT OF STATE

If you are traveling out of state and you and/or your child need mental health or substance use services, call the CT BHP at 877-552-8247 for help in finding the right provider. However, in an emergency, call 911 or go to the nearest hospital.

## WHAT IF YOU GET A BILL?

If you get a bill for services, call the Connecticut Medical Assistance Program’s Client Assistance Center at 866-409-8430 for someone to help research it for you. Gainwell Technologies processes the claims for health care visits for HUSKY Health. You can also remind your provider that he or she will need to bill Gainwell Technologies.

**Note:** If you are a Limited Benefit Program recipient and you get a bill for the service provided under the Limited Benefit Program after January 1, 2006, you can remind your provider to bill your primary insurance company first. If the insurance company denies payment and you receive a bill, you can remind

the Provider to bill Gainwell Technologies. You can also contact us at 877-552-8247 and we will be happy to assist you in resolving the matter.

### WHAT IF YOU WANT A SECOND OPINION?

You can get a second opinion about your care or diagnosis from a different CT BHP provider. You can see another provider when:

- You don't agree with your doctor or therapist, or
- You want to get a second opinion about a treatment your doctor or therapist has prescribed.

You can ask your current provider for a referral to another CT BHP provider or you can call the Customer Service Line at 877-552-8247 to obtain one.

### PHARMACY AND MEDICATIONS

If your behavioral health provider prescribes medications for you, the medications should be covered if you are part of HUSKY A, C or D. For HUSKY B medications please see below:

Services	HUSKY B pays	Member pays
<b>Medication</b>	Balance after \$5 copay on generics and prescribed over-the-counter (OTC)	\$5 copay on generics and prescribed OTC
	Balance after \$10 copay on brand-name and prescribed OTC	\$10 copay on brand-name and prescribed OTC

Prescribers must be enrolled in the CT Medical Assistance Program (CMAP). If you have any questions about pharmacy coverage or you need help with medication refills while out of state, please call Pharmacy Services at 866-409-8430.

### Section III: Member Rights and Responsibilities:

#### MEMBER RIGHTS

You have the right to:

- Be treated with dignity, respect, and privacy
- Get care in a timely manner
- Exercise your rights without it affecting how you are treated by the CT BHP and/or a provider
- Choose or change your behavioral health provider from a list of CT BHP providers
- Review your medical records with your provider and/or request a copy of your medical records from your provider
- Take part in decisions about your care, develop and participate in treatment planning
- Refuse treatment, except when that treatment is required by law
- Receive information on available treatment options and alternatives
- Be informed about services, benefits, and how to access care



- Talk to your provider regarding the right to medically necessary treatment options regardless of cost or benefit coverage
- Receive a second opinion
- Request services designed to meet your cultural needs and receive services without regard to race, color, religion, sex, sexual orientation, age, or ethnic background
- Appeal if you disagree with a decision made by CT BHP about your care
- Make a complaint or a grievance about CT BHP staff, services, or the care given by providers
- Make recommendations about our Members' Rights and Responsibilities Policies
- Request information and an explanation about any bill or charge, no matter who is making the payment
- With your permission, have a person of your choice speak for you with any CT BHP employee
- Get a copy of the Notice of Privacy Practices from either the CT BHP office, its web site, or have it mailed upon request
- Get a copy of your Protected Health Information (PHI), subject to certain limitations
- Have information about your diagnosis and treatment kept confidential to the extent allowed by law, unless you provide written consent for release of such information
- Ask to correct or change your PHI or to restrict how your PHI is used or disclosed
- Ask for and get a report of when your PHI was shared by us or by our business associates (that is, information that is shared not for treatment, payment, or healthcare reasons and where you have not specifically authorized release)
- Get the names and titles of CT BHP staff members

## MEMBER RESPONSIBILITIES

As a partner in your care, your **responsibilities** are to:

- Respect the dignity and privacy of others
- Give your provider or facility information that they need to serve you better
- Work with your provider to develop a treatment plan and ask questions when you do not understand your treatment
- Follow the treatment plans you developed with your provider
- Tell your provider if you do not agree with your treatment plan
- Contact your provider if you want to stop your treatment
- Keep your appointments with your provider or contact your provider if you need to cancel or reschedule your appointment, preferably at least 24 hours in advance of the appointment
- Call the CT BHP if you move and change your address/phone number
- Call the CT BHP if you have questions about your responsibilities

- If you are hearing impaired, call 711

### **YOUR QUESTIONS, CONCERNS, AND OPINIONS MATTER TO US...**

As a CT BHP member, you have the right to speak to us at any time.

Please call us at 877-552-8247.

If you would like more information about the CT BHP, or you would like to express your opinion, feel free to contact us! Please do not wait. Share your thoughts with us right away. No question or concern is too small. Remember, your feedback and active involvement will truly help you get the most out of your care. Most concerns can be solved quickly and informally. In rare situations you may want to use more formal ways to solve your concern.

#### Section IV: Quality Management Program

### **WHAT IF YOU HAVE A PROBLEM WITH SERVICES?**

#### **COMPLAINTS AND GRIEVANCES**

All members, adults, families and children, along with providers, have a voice in the services provided. A complaint or grievance can refer to anything involving your care. For example, if you believe you were treated unfairly, if you had to wait too long for your appointment, or if you felt a staff person was rude, you can file a complaint. Please note: the complaint and grievance process is not for appeals of denied clinical care. Read the appeals process below for appeals related to denial of care.

#### **COMPLAINT PROCESS**

You or your representative may file a complaint, either verbally or in writing, to the CT BHP at the address and phone number listed below. The CT BHP will send a letter within five (5) calendar days to let you know that we received the complaint. The CT BHP will send a letter within one (1) business day for complaints about emergency care.

We will try to resolve the complaint within thirty (30) calendar days of the date we receive your complaint. We will send you a letter before or by the end of the thirty (30) calendar days informing you of our decision and how we have addressed the problem. A one-time extension of fifteen (15) calendar days can be used when the solution to your complaint cannot be made within thirty (30) days. We can do this if the reason for the extension is for your benefit and you are notified prior to the end of the thirty (30) calendar days.

Complaints involving urgent care should be resolved within three (3) calendar days after the complaint is received by the CT BHP. There are no extensions for complaints involving emergency care.

## **GRIEVANCE PROCESS**

If you are unhappy with our resolution of your complaint, you may file a grievance by phone or in writing at the CT BHP phone number and address listed below. You will have to file your grievance within ninety (90) calendar days of receiving our decision about your original complaint. We will then send you a letter letting you know that we have received your grievance within five (5) calendar days of receipt.

We will try to solve your grievance within thirty (30) calendar days from the date we receive it. We will send you a letter before the end of the thirty (30) calendar days telling you our decision and how we have solved the problem. We can take an extension of fifteen (15) calendar days when we need more time to solve your grievance. We can do this if the reason for the extension is only for your benefit and you are notified before the end of the thirty (30) calendar day period.

## **HOW TO FILE A COMPLAINT OR GRIEVANCE**

You can file a complaint or grievance either by calling 877-552-8247, or by writing to:

The Connecticut Behavioral Health Partnership  
 Attn: Complaints and Grievances Coordinator  
 500 Enterprise Drive, Suite 3D, Rocky Hill, CT 06067  
 Fax: 855-575-6532 (toll free)  
 Email: [ctbhappeals@beaconhealthoptions.com](mailto:ctbhappeals@beaconhealthoptions.com)

## **FILING CLINICAL APPEALS (CHALLENGES)**

The CT BHP may deny, partially deny, reduce, suspend or end authorization for services based on the lack of medical necessity. Members and/or providers may appeal (challenge) any one of these decisions made by the CT BHP. An appeal is not a complaint or grievance.

All members or their designated representatives (for example, a conservator, or if the member is a minor under age 14, the member's parent or guardian) have the right to submit an appeal of any clinical denial, partial denial, reduction, suspension, or ended services. For HUSKY A, C, D (Medicaid), the appeal request must be submitted within sixty (60) calendar days from receipt of a Notice of Action.

Please call CT BHP Customer Service at 877-552-8247 for any questions about the appeal process. If needed, the information describing these processes is available in other formats: Call the CT BHP Customer Services or 711.

## **HUSKY HEALTH (A, C, AND D) MEMBERS**

Once the CT BHP has denied, partially denied, reduced, suspended or ended services, a letter called a Notice of Action (NOA) will be mailed to the member. The Notice of Action will state why a specific service was denied, partially denied, reduced, suspended or ended. Along with the Notice of Action letter, the member will also receive a "What You Should Know" letter, which explains the appeal process and an Appeal and Administrative Hearing Request Form.

You must complete the Appeal and Administrative Hearing Request Form and mail or fax it within sixty (60) calendar days from the date the Notice of Action was mailed to you. You can mail the request form to:

State of Connecticut - Department of Social Services (DSS)  
 Office of Legal Counsel Regulations & Administrative Hearings, Appeals  
 55 Farmington Ave, Hartford, CT 06105  
 or FAX: 860-424-5729

When DSS receives this Appeal and Administrative Hearing Request Form, DSS will forward the appeal request to the CT BHP. If you want to continue to get the services while the appeal process is going on, the appeal form or letter you send must be faxed, postmarked, or received by CT BHP within **10 days** of the mail date of the NOA. HUSKY A, C & D members can have an expedited or rushed appeal, to be certified by the treating physician or therapist, if the member's life or health is threatened.

### **HUSKY B MEMBERS**

There is a way for HUSKY B members to file an appeal if CT BHP partially or fully denies, suspends, reduces, or ends authorization of goods or services. If you do not agree with the decision, the denial notice tells you how to file an appeal.

You must appeal within sixty (60) calendar days of the date of the denial notice. Appeals that we get after sixty (60) calendar days are too late for appeal. You will be told in writing that you may not appeal the decision.

You can file an appeal within sixty (60) days of the denial notice either by calling 877-552-8247, or by writing to:

The Connecticut Behavioral Health Partnership  
 Attn: Complaints and Grievances Coordinator  
 500 Enterprise Drive, Suite 3D, Rocky Hill, CT 06067  
 Fax: 855-575-6532 (toll free)  
 Email: [ctbhappeals@beaconhealthoptions.com](mailto:ctbhappeals@beaconhealthoptions.com)

If you don't agree with the CT BHP decision on your appeal, you will be given a chance to ask DSS to review the decision. This is called an **External Appeal** and needs to be sent to:

- **Mail:**  
 State of Connecticut – Department of Social Services (DSS)  
 Behavioral Health HUSKY B External Appeals – 9<sup>th</sup> Floor  
 55 Farmington Ave.  
 Hartford, CT 06105
- **Fax:** 860.424.4892
- **Phone:** For HUSKY B Behavioral Health Appeals: 860.424.5152

The whole process from the date of the initial denial to the external appeal decision will not take more than 90 calendar days.

### Expedited (Rushed) Review

A HUSKY B member whose life or health are threatened, as per the member's Primary Care Physician (PCP) or therapist, can have an expedited or rushed appeal to be decided within 72 hours. The rush appeal can be done with internal or external appeal.

## DCF LIMITED BENEFITS MEMBERS

All Limited Benefit Program requests are made in writing via mail or fax to the CT BHP.

Limited Benefit Program Member Appeal determinations are made at the earliest point possible, but no later than thirty (30) days of the member filing the appeal.

The CT BHP will mail to the member, the member's conservator, the member's parent, or guardian (if the member is under the age of 14) and/or the DCF Regional office contact person for any child who is committed to or in the custody of DCF, by certified mail, within thirty (30) calendar days of the filing of the appeal.

CT BHP will provide DCF with a summary of the initial denial and Appeal for all Limited Benefit Program Members within ten (10) business days prior to the scheduled fair hearing.

Upon receipt of the Appeal Fair Hearing determination from DCF, the CT BHP will update the Appeals database and comply with the Level II Appeal determination.

## Section V: Understanding Behavioral Health Emergencies

### IF YOU HAVE A BEHAVIORAL HEALTH EMERGENCY

A Behavioral Health Emergency is a serious mental health and/or substance use problem involving an individual who is demonstrating one of the following:

- Placing their health at serious risk
- Having disorganized or dangerous thoughts
- Threatening harm or causing harm to self, or
- Threatening harm or causing harm to others

**In a mental health and/or substance use emergency, you should do one of the following immediately (you do not need to get approval to get emergency services):**

- Call 911 if a life is in danger
- Go to the nearest emergency room
- Call your provider, if you have one, or
- If a child or adolescent is in crisis, call the emergency mobile psychiatric service (EMPS) for your town at 211
- For adults 18 and older, you can identify crisis services using the town locator on the DMHAS website: Crisis Services or call 911

When you call for help, try to remain calm, stay focused and state clearly why you and/or your child is not safe or why the safety of others is at risk. Speak clearly. Let the person know why emergency care is needed. Be prepared to give the following information as well as to answer additional questions:

- Name, phone number, and address of caller
- Name of person needing evaluation
- Why you are calling including diagnosis if known and actions/signs observed
- Examples as to why you or your child is not able to keep safe, or the safety of others is at risk
- Give a brief history of the build up to the crisis situation over the last 24-48 hours, and
- Past history of hospitalizations

After an emergency, you should contact your provider or your child's provider to continue needed treatment and support.

## Section VI: Consumer and Family Advisory Council (CFAC)

**The Consumer and Family Advisory Council (CFAC)** is a Connecticut Medicaid consumer- and family-driven committee that is culturally competent and diverse. CFAC acts as advisor to the CT BHP and Beacon Health Options (Beacon) to improve on best practices for behavioral health (mental health and substance use) services for Connecticut Medicaid HUSKY Health members.

### VISION STATEMENT

**The Vision of CFAC** is a true partnership among consumers, families, and service providers as it relates to the service delivery of mental health and addiction services that will result in a more positive and meaningful outcome for individuals and families living with behavioral health conditions.

The Consumer and Family Advisory Council meets on a monthly basis. The role of the Council is to advise the CT BHP on members' interests and needs related to services, as well as giving consumer and family input on programs and quality initiatives.

To date, the Council has worked on the following:

- Developing and revising the Member Handbook
- Developing various pamphlets and fact sheets related to services at the CT BHP
- Advocating on behalf of CT BHP members who utilize transportation services
- Providing family-friendly recommendations on the development of the enhanced care clinic model
- Contributing to the Hospital Family Engagement Initiative
- Organizing and hosting the Annual iCAN Conference

### HOW YOU CAN JOIN CFAC

If you are interested in becoming a member of the CT BHP Consumer and Family Advisory Council, please call: 877-552-8247.

## APPENDIX

### FULL DESCRIPTION OF COVERED BEHAVIORAL HEALTH SERVICES

**Psychiatric Hospitalization:** Services where a member stays overnight at a hospital (inpatient) either at a general hospital, psychiatric hospital, or freestanding withdrawal management (formerly known as detoxification) service in the case of a substance use disorder.

**Observation:** Services up to 48 hours at a hospital to assess whether further inpatient services or community-based services might be needed, usually following a visit to the Emergency Room.

**Withdrawal Management (formally known as detoxification):** Immediate and short-term clinical support to individuals who are withdrawing from alcohol and other drugs.

**Partial Hospitalization Program (PHP):** A program used to treat mental health and/or substance use disorders. In partial hospitalization, the member continues to live at home, but commutes to a hospital-based or clinic-based program several days per week.

**Extended Day Treatment (EDT):** A community-based program for children and their families that offers a structured, intensive, therapeutic milieu with group, family and individual therapy services. Services are typically after school for several days per week and the program can last up to six months. EDT provides a broad range of treatment services and psycho-social interventions.

**Crisis Stabilization Bed (CARES Unit):** An inpatient crisis intervention service that provides intensive short-term rapid assessment, stabilization, and disposition management for children under the age of 18 experiencing an acute behavioral health crisis who can be stabilized or discharged within 72 hours. The CARES Unit is designed to provide diversion from inpatient care for those children/adolescents who are in psychiatric crisis and who can be rapidly stabilized. Referrals will come primarily from local Emergency Mobile Psychiatric Services (EMPS) and affiliated Hospital Emergency Departments.

**Psychiatric Residential Treatment Facility (PRTF – sometimes referred to as sub-acute):** A community based (non-hospital) inpatient facility that provides psychiatric and other therapeutic and clinically informed services to individuals under age 21, whose immediate treatment needs require a structured 24-hour inpatient residential setting that provides all required services (including schooling) on site while simultaneously preparing the child/adolescent and family for ongoing treatment in the community. Length of stay is typically three to four months.

**Residential Treatment Center (RTC – through DCF):** A 24-hour facility licensed by the State of Connecticut or appropriately licensed by the state in which it is located, and not licensed as a hospital. RTC offers integrated therapeutic and educational services, and activities of daily living within the parameters of a clinically informed milieu and based on a well-defined, individually tailored treatment plan. This level of care is reserved for those children/adolescents whose psychiatric and behavioral status warrants the structure and supervision afforded by a self-contained setting that has the ability to offer all necessary services including an on-site educational program, and provide line of sight supervision when necessary.

**Adult Group Homes through DMHAS:** Mental Health Group Homes are designed to assist individuals with serious and persistent mental illnesses to achieve their highest degree of independent functioning and recovery. Access to mental health group home rehabilitative services is provided to those recipients whose mental illness is as serious and disabling as to require care in a group home setting. Necessary rehabilitative services are provided by the group home to individuals who have significant skill deficits in the areas of self-care, illness management, and independent living because of their psychiatric disability, and who require a non-hospital, 24/seven supervised community-based residence. Rehabilitative

services are provided in a structured recovery environment, with on-site staffing 24 hours a day, seven days a week.

**Child Group Homes through DCF:** A Level II Therapeutic Group Home (TGH) is a small, four- to- six bed, DCF or DDS licensed program located in a neighborhood setting with intensive staffing level and services offered within the context of a 24/seven home-like milieu. It is a highly structured treatment program that creates a physically, emotionally and psychologically safe environment for children and adolescents with complex behavioral health needs who require additional support and clinical intervention to succeed either in a family environment or in an independent living situation.

**Home-Based Services for Ages 21 and Under:** Intensive treatment models that take place in the home and/or community of a child and family. Each individual treatment focuses on specific behavioral issues in children. For example, Multi-Dimensional Family Therapy (MDFT) is effective in the treatment of children/adolescents between the ages of nine to 18 with substance use and/or concerns, or children/adolescents with disruptive behavior and/or co-morbid psychiatric issues who are at risk for substance use.

**For Children in Congregate Care for DCF:** Special 1-to-1 supervision of a child/adolescent in a congregate care setting such as Residential Treatment or a Group Home for a period to address behaviors that are dangerous and require stabilization.

**Case Management for under 19 years of age:** Services that assist the member in gaining access to needed medical, social, educational, and other services, as defined in the plan of care, and which are reimbursed only for services provided to members under age 21.

**Outpatient Services:** Behavioral health evaluation and treatment services such as individual, group, family therapy, medication management, psychological and developmental testing, consultation, and case management that are provided to people who have a primary behavioral health diagnosis. Services may be provided in a freestanding clinic, hospital outpatient clinic, Federally Qualified Health Center, or by a group practice or solo practitioner who is a licensed behavioral health professional.

**Intensive Outpatient Services (IOP):** An integrated program of outpatient psychiatric services that are designed for more intensive treatment than routine outpatient psychiatric services and are provided at a psychiatric outpatient clinic for adults, an outpatient treatment service for substance use, an outpatient psychiatric clinic for children, or hospital setting.

**Electro Convulsive Therapy (ECT):** Brain stimulation techniques such as electroconvulsive therapy (ECT) can be used to treat major depression that hasn't responded to standard treatments.

**Methadone Maintenance:** Treatment where the goal is to stabilize a member on methadone or other federally approved medication for as long as is needed to avoid return to previous patterns of substance use disorder.

**Medication Assisted Treatment (MAT):** MAT includes the treatment of both opioid and alcohol to treat substance use disorders. The FDA has approved several different medications to treat Opioid Use and Alcohol Use Disorders. These medications relieve withdrawal symptoms and psychological cravings that cause chemical imbalances in the body. MAT programs provide a safe and controlled level of medication to overcome the use of a misused substance. Research has shown that when provided at the proper dose, MAT medications have no negative effects on a person's intelligence, mental capability, physical functioning, or employability.



**Ambulatory Withdrawal Management (formerly known as detoxification):** A non-residential service to which a person may be admitted for a systematic reduction of physical dependence upon a substance. This service utilizes prescribed chemicals and provides an assessment of the client's needs and motivation toward continuing participation in the treatment process.

**Autism Spectrum Disorder Services (ASD):** Services to evaluate, assess, and treat HUSKY A, C, and D members under the age of 21 who have a diagnosis of Autism Spectrum Disorder. A confirmed diagnosis of Autism is required as well as a supporting letter from a current treating provider if the evaluation is more than a year old in order to access assessment and treatment services. If the member is suspected to have this diagnosis without an evaluation, an Autism Diagnostic Evaluation can be accessed.

**Psychological Testing:** Psychological Testing involves the administration and interpretation of standardized tests used to assess an individual's psychological or cognitive functioning. It assists in gaining an understanding of an individual's diagnostic presentation and informs the appropriate course of treatment.

**Home Health Services for Behavioral Health Issues:** Home Care nursing services are provided exclusively by a licensed home health care agency on a part-time or intermittent basis in the individual's home. Medication Administration services (MedAdmin) may be provided by a Registered Nurse or Licensed Practical Nurse employed by a licensed home health care agency, when ordered by a Licensed Physician. Services include medication administration or medication pre-pouring by a Registered Nurse or Licensed Practical Nurse as well as skilled nursing visits.

## GLOSSARY OF TERMS

**Access:** The extent to which an individual who needs care and services is able to receive them. Access is more than having insurance coverage or the ability to pay for services. It is also determined by the availability of services, acceptability of services, cultural appropriateness, location, and hours of operation, transportation needs, and cost.

**Administrative Hearing:** Also called "Fair Hearing". A formal review by the Department of Social Services (DSS), and Department of Children and Families (DCF), that occurs after Beacon Health Options and a HUSKY Health A, B, C, & D, or DCF Limited Benefit member have failed to find mutual satisfaction concerning treatment issues such as denials, reductions, suspensions, terminations, or appropriate levels.

**Administrative Services Organization:** An organization providing statewide utilization management, benefit information, and intensive care management services within a centralized information system framework.

**Appeal:** A procedure through which members or providers can request a redetermination of the CT BHP decision concerning, but not limited to, service authorization. For example, an individual can appeal a CT BHP decision regarding the level of care authorized, or appeal a CT BHP decision to deny payment of a claim for services delivered.

**Appropriate Services:** Services designed to meet the specific needs of each individual, child and family. For example, one family may need day treatment, while another may need home-based services. Appropriate services for one individual, child and/or family may not be appropriate for another.

**Assessment:** A professional review of individual, child and family needs that is done when services are first sought from a caregiver. The assessment includes a review of physical and mental health,

intelligence, school performance, employment, level of function in different domains including family situation, and behavior in the community. The assessment identifies the strengths of the individual, child and family. Together, the caregiver and individual or family decides what kind of treatment and supports, if any, are needed.

**Behavioral Health:** A term used when describing mental health or substance use.

**Behavioral Health Emergency:** A serious mental health and/or substance use problem. The problem is so severe that an average person would think that not getting help would cause more serious problems, such as:

- Putting the person's health at serious risk
- Having disorganized or dangerous thoughts
- Threatening harm or causing harm to self, or
- Threatening harm or causing harm to others

**Benefits:** Mental health, substance use, and/or related services (including wraparound services - defined below) you can receive as a HUSKY HEALTH Program member.

**Care Coordinator:** An individual who organizes and coordinates services and supports for individuals with mental health issues and their families.

**Care Manager:** An independently licensed behavioral health care clinician employed by the CT BHP to perform utilization review on services that require prior authorization and concurrent review in order to qualify for reimbursement.

**Children Health Insurance Program (CHIP):** The health insurance plan for children and youth, up to the age of nineteen, established pursuant to Title XXI. In Connecticut the CHIP programs are HUSKY B and its supplement, HUSKY Plus.

**Clinician:** An individual providing mental health services, such as a psychologist, social worker, or other therapist.

**Committed:** Placement under the custody of the Commissioner of DCF, or in a mental health facility in response to a valid court order of competent jurisdiction.

**Community-Based Services:** Services that are provided in a community setting. Community services refer to all services not provided in an inpatient setting.

**Complaint:** A verbal or written communication to Beacon Health Options from a member or provider expressing dissatisfaction with some aspect of the CT BHP's services, including a denial of services based on medical necessity, facility agreement, payment dispute, or general complaint.

**Complainant:** A member or the member's designated representative, an individual practitioner, or a facility provider who makes a complaint to Beacon Health Options.

**Connecticut's Community Collaborative meetings (CT's System of Care):** A local group of health care providers, parents and/or guardians of children with behavioral health needs, and agencies that have organized to develop resources for children or youth with complex behavioral health service needs and their families.

**Connecticut Medical Assistance Program (CMAP):** CMAP consist of several health care programs administered by the Department of Social Services. Includes all providers enrolled in the Connecticut Medical Assistance Program that serve CT BHP members.

**Consent:** Permission that is usually given by signing a form allowing a designated person to administer a test or treatment, or to release Protected Health Information (PHI). Informed consent requires that the person giving the permission understands the risks, benefits, and possible ramifications.

**Consumer:** A person who receives mental health and/or substance use (behavioral health) services.

**Consumer and Family Advisory Council (CFAC):** A board made up of adult members, family members, and others to advise the Connecticut Behavioral Health Partnership.

**Coordinated Services:** Services are coordinated when the service organizations or providers agree with the family upon a plan of care that meets the member's/child's needs. These organizations can include mental health, education, juvenile justice, and child welfare. Case management is necessary to coordinate services. Also, see family-centered services and wraparound services.

**Cultural Competence:** Support that is sensitive and responsive to cultural differences. Providers are aware of the impact of culture and possess skills to help provide services that respond appropriately to a person's unique cultural differences, including race and ethnicity, national origin, language, religion, age, gender, sexual orientation, or disability. They also adapt their skills to fit member or family's values and customs.

**Department of Children and Families (DCF):** State of Connecticut agency with primary responsibility for delivery and oversight of child welfare, prevention and behavioral health services for children.

**Department of Mental Health and Addiction Services (DMHAS):** State of Connecticut agency with primary responsibility for delivery and oversight of behavioral health services for adults, including those covered under HUSKY and Aged, Blind and Disabled (ABD) programs.

**Department of Social Services (DSS):** State of Connecticut agency with primary responsibility for Medicaid or Title 19: HUSKY A, C and D and Children Health Program (CHIP): HUSKY B and its supplement HUSKY Plus.

**DSM-V - Diagnostic and Statistical Manual of Mental Disorders, Fifth Edition:** A reference manual of mental health disorders developed by the American Psychiatric Association, used by clinicians to understand and diagnose a mental health problem. Also used by insurance companies to determine necessary services.

**Diagnostic Evaluation:** The aims of a general psychiatric evaluation are: 1) to establish a psychiatric diagnosis; 2) to collect data sufficient to permit a case formulation; and 3) to develop an initial treatment plan, with particular consideration of any immediate interventions that may be needed to ensure the patient's safety; or, 4) if the evaluation is a reassessment of a patient in long-term treatment, to revise the plan of treatment in accordance with new perspectives gained from the evaluation.

**Dual Eligible:** Clients who are covered under both Medicare and Medicaid in some combination are said to be Dual Eligible, as some parts of their services may be covered by both payers. Medicaid is always the payer of last resort when Commercial and/or Medicare coverage is present.

**Dually Diagnosed:** A person who has both a substance use disorder and an emotional/psychiatric challenge is said to be dually diagnosed.

**Early Intervention:** A process used to recognize warning signs for mental health issues and to take early action against factors that put individuals at risk. Early intervention can help members get better in less time and can prevent problems from becoming worse.

**Educational Services:** Locating or providing a full range of educational services from basic literacy through the General Equivalency Diploma (GED) and college courses. Includes special education at the pre-primary, primary, secondary, and adult levels.

**Emergency or Emergency Medical Condition:** A medical condition characterized by acute symptoms (including severe pain) of sufficient severity that the individual experiencing them, or most reasonable people with an average knowledge of medicine observing them, would conclude they needed immediate medical attention or risk: placing their health (and/or the health of their unborn baby in the case of a pregnant woman) in serious jeopardy; serious impairment to bodily functions; or serious dysfunction of a body organ or part thereof.

**Emergency Mobile Psychiatric Services (EMPS):** Services for children and adolescents that provide immediate, mobile assessment and intervention to individuals in an active state of crisis which can occur in a variety of settings including the member's home, school, local hospital emergency department, or community setting.

**Emergency Services:** Inpatient and outpatient services including, but not limited to, behavioral health and withdrawal management (formerly known as detoxification) needed to evaluate or stabilize an emergency medical condition.

**Emotional Disorder:** A disorder exhibiting emotional, behavioral and/or social impairments that interfere with a member's academic, job-related, developmental, and social functioning, and may disrupt the member's family, social or other interpersonal relationships.

**Evaluation:** The process of collecting information about a member through a series of tests, observations and interviews which results in an opinion about that member's mental and emotional state. This process may include recommendations about treatment or placement.

**Family Advocate:** Family members who have experience with children and youth with emotional, behavioral, neurobiological, or mental health needs. Family advocates provide information to caregivers to help them identify and access a variety of formal and informal services, supports and resources to meet the needs of their child and family in their own community. Family advocates work directly with families who are receiving care coordination through their local system of care. They may also assist families in the development and/or expansion of parent support groups within their local communities.

**Family-Centered Services:** Help designed to meet the specific needs of each individual member and family. Also see appropriate services, coordinated services, wraparound services, and cultural competence.

**Fraud:** Intentional deception or misrepresentation, or reckless or willful disregard (or willful blindness), by a person or entity with the knowledge that the deception, misrepresentation, disregard (or blindness) could result in some unauthorized benefit to him/herself or some other person, including any act that constitutes fraud under applicable federal or state law.

**Grievance:** A verbal or written communication from a complainant of dissatisfaction with the outcome of a complaint resolution. Grievances, as herein defined, are not administrative appeals.

**Group Home:** Community-based, home-like settings providing intensive treatment services with 24-hour supervision. Services offered in this setting try to avoid inpatient hospitalization and move the member to a less restrictive living situation.

**HIPAA:** The Health Insurance Portability and Accountability Act of 1996 (HIPAA), Public Law 104-191, was enacted on August 21, 1996. Sections 261 through 264 of HIPAA require the Secretary of HHS to publicize standards for the electronic exchange, privacy and security of health information.

**Home-Based Services:** Services provided in a family's home either for a defined period of time or for as long as it takes to deal with a mental health problem. Examples include parent training, counseling, and working with family members to identify, find, or provide other necessary help. The goal is to prevent a child from being placed outside of the home. (Alternate term: in-home supports.)

**Independent Living Services:** Support for a young person living on his or her own. These services include supportive housing and job placement. Services teach youth how to handle financial, medical, housing, transportation, and other daily living needs, as well as how to get along with others.

**Individualized Services:** Services designed to meet the unique needs of each member and family. Services are individualized when professionals honor the needs and strengths, ages, and stages of development of the member and individual family members. Also see appropriate services and family-centered services.

**Inpatient Hospitalization:** Mental health treatment provided in a hospital setting 24 hours a day. Inpatient hospitalization provides: 1) short-term treatment in cases where a member is in crisis and possibly a danger to him/herself or others; and 2) diagnosis and treatment when the member cannot be evaluated or treated appropriately in an outpatient setting.

**Intensive Care Manager:** Intensive Care Managers are licensed behavioral health clinicians. Intensive Care Managers identify children and adults who are experiencing barriers to care and provide short-term assistance and problem solving to help remove those barriers.

**Level of Care (LOC) Guidelines:** Guidelines that are used by the CT BHP to conduct utilization management and which help to determine whether behavioral health services are medically necessary and/or medically appropriate.

**Limited Benefit Program:** The limited benefit program is for children or adolescents who are not eligible for HUSKY. Under this program, those children or adolescents may be able to access some of the services offered within the CTBHP. If it is determined that a child or family is not eligible for benefits under HUSKY and has complex behavioral health needs, they may apply for this program which offers limited coverage. Currently, the only service offered through the Limited Benefit Program is Intensive Home-Based Child and Adolescent Psychiatric Services (IICAPS).

**Medicaid:** The Connecticut Medical Assistance Program (CMAP) operated by DSS under Title 19 (XIX) of the Federal Social Security Act.

**Medically Necessary or Medical Necessity:** Health care provided to correct or diminish the adverse effects of a medical condition or mental illness, to assist an individual in attaining or maintaining an optimal level of health, to diagnose a condition, or to prevent a medical condition from occurring as cited in Connecticut Medicaid Program regulations.

**Member:** An individual eligible for coverage of behavioral health services under the CT BHP.

**Mental Health Issues/ Mental Health Disorder:** Mental health issues affect one's thoughts, body, feelings, and behavior. They can be severe, seriously interfere with a person's life, and even cause a person to become disabled. Mental health issues include depression, bipolar disorder (manic-depressive illness), attention-deficit/hyperactivity disorder, anxiety disorders, eating disorders, schizophrenia, and conduct disorder.

**Outpatient:** Treatment available at local mental health clinics or from private therapists. This can include diagnosis, assessment, family and individual counseling.

**Plan of Care:** A treatment plan especially designed for each member and family, based on individual strengths and needs. The member and provider develop the plan with input from the family. The plan establishes goals and details appropriate to treatment and services to meet the special needs of the member and family.

**Psychologist:** A doctoral-level mental health professional with advanced training that can administer psychological tests, diagnose, evaluate, and treat emotional disorders.

**Recovery:** A set of concepts and skills that can improve an individual's quality of life.

**Resiliency:** The ability to regain a sense of stability after undergoing a major life event.

**School-based Services:** School-based treatment and support interventions designed to identify emotional disturbances and/or assist parents, teachers, and counselors in developing comprehensive strategies for addressing these disturbances. School-based services also include counseling or other school-based programs for children and adolescents with severe emotional disturbance, and their families within the school, home and community environment.

**Self-help:** Self-help refers to groups or meetings that: involve people who have similar needs; are facilitated by a consumer, survivor, or other layperson; assist people to deal with a "life-disrupting" event, such as a death, substance use, serious accident, addiction, or diagnosis of a physical, emotional, or mental disability, for oneself or a relative; are operated on an informal, free-of-charge, and nonprofit basis; provide support and education; and are voluntary, anonymous, and confidential. Many people with mental illnesses find that self-help groups are an invaluable resource for recovery and for empowerment.

**Serious Emotional Disturbances:** Diagnosable disorders in children and adolescents that severely disrupt their daily functioning in the home, school, or community. These disorders include depression, attention-deficit/hyperactivity, anxiety disorders, conduct disorders, and eating disorders. Pursuant to section 1912(c) of the Public Health Service Act "children with a serious emotional disturbance" are persons: 1) from birth up to age 18; and 2) who currently have, or at any time during the last year, had a diagnosable mental, behavioral, or emotional disorder of sufficient duration to meet diagnostic criteria specified within DSM-IV and/or DSM-V.

**Serious Mental Illness:** Pursuant to section 1912(c) of the Public Health Service Act, adults with serious mental illness (SMI) are persons: (1) age 18 and over; (2) who currently have, or at any time during the past year had a diagnosable mental, behavioral, or emotional disorder of sufficient duration to meet diagnostic criteria specified within DSM-IV and/or DSM-V or their ICD-9-CM equivalent (and subsequent revisions) with the exception of DSM-IV and/or DSM-V "V" codes, substance use disorders, and developmental disorders, which are excluded, unless they co-occur with another diagnosable serious mental illness; and (3) that has resulted in functional impairment, which substantially interferes with or limits one or more major life activities.

**Social Worker:** A mental health professional trained to provide services to individuals, families or groups.

**Substance Use:** Misuse of medications, alcohol, or illegal substances.

**Supported Employment:** Supportive services that include assisting individuals in finding work; assessing individuals' skills, attitudes, behaviors, and interests relevant to work; providing vocational rehabilitation and/or other training; and providing work opportunities. These services include transitional and supported employment services.

**Systems of Care:** A comprehensive spectrum of mental health and other support services which are organized into a coordinated network to meet the multiple and changing needs of children and adolescents with serious emotional disturbances and their families.

**Transition:** The process of moving from one setting or level of care to another.

**Vocational Rehabilitation Services:** Services that include job finding/development, assessment and enhancement of work-related skills, attitudes, and behaviors as well as provision of job experience to clients/patients. This also includes transitional employment.

**Voluntary Care Management Services:** Voluntary Services is a DCF contracted program for children and adolescents with behavioral health disorders who are not otherwise committed to or involved with the Department. Voluntary Care Management Services allows access to services or treatment programs funded by DCF and supports family-focused, community-based treatment whenever possible. For additional information about the Voluntary Care Management Program, or to request an application, contact the DCF Care line number at 800-842-2288.

**Wraparound Services:** A unique set of community services and natural supports for a child/adolescent with serious emotional disturbances based on a definable planning process, individualized for the child and family to achieve a positive set of outcomes.

