

## PROVIDER NOTICE

Alert#: PN-2022-01  
Issued: January 11, 2022  
To: CT BHP Providers  
Subject: CT BHP Closure – Holiday Observance

Dear Provider,

In observance of the upcoming holiday, the Rocky Hill Beacon Health Options office will be closed on the following day:

- Martin Luther King Jr. Day, Monday January 17, 2022

While the office will be closed for the above day, Care Managers are available 24 hours a day, 365 days a year to handle crisis and certification for inpatient services. Authorizations needing further review will be completed as soon as possible, no later than the next business day.

As a reminder, the ProviderConnect application is also available 24 hours a day, 365 days a year for registration and authorization of services.

Remainder of 2022 Holiday Observances:

- Memorial Day, Friday May 27, 2022 & Monday May 30, 2022
- Independence Day, Observed on Friday July 1, 2022 & Monday July 4, 2022
- Labor Day, Monday September 5, 2022
- Thanksgiving Day, Thursday November 24, 2022
- Day after Thanksgiving, Friday November 25, 2022
- Christmas Day, Observed on Monday December 26, 2021
- New Year's Day, Observed on Monday January 02, 2022

Please note: While the office will be closed on Friday, May 27<sup>th</sup> and Friday, July 1<sup>st</sup>, staff will be available for member and provider telephonic requests and inquiries.

The Customer and Provider Services line is 1-877-552-8247.

Thank you,  
Provider Relations  
Beacon Health Options