

## 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 substance use disorder 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 Administered/Authorized

### MENTAL HEALTH AND SUBSTANCE USE DISORDER (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 is eligible for any of these programs:

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

Visit online: [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
- Inpatient Withdrawal Management (formally known as detoxification)
- Partial Hospitalization Program (PHP)
- Extended Day Treatment (EDT)
- 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
- Case Management for Ages 21 and under
- Outpatient Services
- Intensive Outpatient Services (IOP)
- Electro Convulsive Therapy (ECT)
- Methadone Maintenance

- Medication for Addiction 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 disorder 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 DISORDER 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>Inpatient Withdrawal Management (formerly known as detoxification)</b>	<b>100%</b>	<b>No copay</b>
<b>Substance Use Disorder 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>No copay</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>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>

<b>IMPORTANT CONTACT INFORMATION FOR HUSKY HEALTH MEMBERS</b>	
<b>Mental Health and Substance Use Treatment Services</b>	<p><b>Connecticut Behavioral Health Partnership.</b> 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></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.</b> 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></p>
<b>Dental Services</b>	<p><b>Dental Health Partnership/BeneCare.</b> 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></p>
<b>Pharmacy Services</b>	<p><b>Client Assistance Center.</b> 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></p>
<b>Transportation to Health Care Appointments</b>	<p><b>For HUSKY A, HUSKY C &amp; HUSKY D Members, Contact Veyo</b> 855-478-7350 Mon-Fri 7:00 am to 6:00 pm Website: <a href="http://www.ct.ridewithveyo.com">www.ct.ridewithveyo.com</a></p>
<b>Claims Member Assistance/Bills</b>	<p><b>Gainwell Technologies – Client Assistance Member Claims/Billing Services:</b> 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></p>
<b>Vision Services</b>	<p><b>Community Health Network of CT.</b> 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></p>
<b>DSS Benefit Center/ConneCT</b>	<p><b>DSS Benefits Center.</b> 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></p>
<b>DMHAS</b>	<p><b>Department of Mental Health and Addiction Services:</b> 860-418-7000 Hearing Impaired: 711 Website: <a href="http://www.ct.gov/dmhas">www.ct.gov/dmhas</a></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>Access Health CT 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, Temporary Family Assistance and other cash assistance 24 hours/day, 7 days 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>Online <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

	HUSKY(A) 21 and under		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 that performs TMS
<ul style="list-style-type: none"> <li>• <b>Methadone Maintenance</b></li> </ul>	Covered when medically necessary	Yes	Methadone Maintenance Clinic
<b>HUSKY A, C &amp; D Covered Service</b>	<b>HUSKY A, C &amp; D Limitations</b>	<b>*Is Prior Authorization Required?</b>	<b>HUSKY Providers Who Offer This Care</b>
<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</b></li> </ul>	Covered when medically necessary, exception 21 –	Yes	General Hospital-Psychiatric Unit or

<b>Use Disorder Treatment (<i>Includes State Inpatient Hospital, Inpatient Hospital, Inpatient - Withdrawal Management (formerly known as detoxification) Hospital, Crisis Stabilization Bed</i>)</b>	64 years old for State Inpatient  Crisis stabilization up to age 21		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 (<i>Includes Residential and Group Homes</i>)</b></li> </ul>	DCF or Voluntary Involvement Only – up to age 21 only	Yes	Child Residential Treatment Facilities and Group Homes
<b>HUSKY A, C &amp; D Covered Service</b>	<b>HUSKY A, C &amp; D Limitations</b>	<b>*Is Prior Authorization Required?</b>	<b>HUSKY Providers Who Offer This Care</b>
<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>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 age 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 two 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>• Early and Periodic Screening, Diagnostic and Treatment (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</p>	No	Hospital emergency department within the U.S. or U.S. territories

	<p>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>		
<ul style="list-style-type: none"> <li><b>Outpatient Services for Mental Health and/or Substance Use Disorder Treatment</b></li> </ul>	<p>Covered when medically necessary</p> <p>.</p>	<p>No</p> <p>PA Required for Initial Evaluation only</p>	<p>Outpatient hospital, clinic, or independent practitioner</p>
<ul style="list-style-type: none"> <li><b>Intensive Outpatient Program, Partial Hospitalization Programs, and Extended Day Treatment</b></li> </ul>	<p>Covered when medically necessary</p>	<p>Yes</p>	<p>Outpatient hospital, or clinic</p>
<ul style="list-style-type: none"> <li><b>Case Management</b></li> </ul>	<p>Covered when medically necessary for individuals 18 and under</p>	<p>Yes for more than 12 sessions in a year</p>	<p>Outpatient hospital, clinic or independent practitioner</p>
<p><b>Pharmacy</b></p> <ul style="list-style-type: none"> <li><b>Spravato</b></li> </ul>	<p>Covered when medically necessary</p>	<p>Yes</p>	<p>Outpatient hospital or clinic</p>
<ul style="list-style-type: none"> <li><b>Electroconvulsive Therapy</b></li> </ul>	<p>Covered when medically necessary</p>	<p>No – effective 1/1/21</p>	<p>Medical Doctor or Hospital/Facility who performs Electroconvulsive Therapy</p>
<ul style="list-style-type: none"> <li><b>Transcranial magnetic stimulation (TMS)</b></li> </ul>	<p>Covered when medically necessary for the treatment of depression</p>	<p>No</p>	<p>Medical Doctor or Hospital/Facility who performs TMS</p>
<ul style="list-style-type: none"> <li><b>Methadone Maintenance</b></li> </ul>	<p>Covered when medically necessary</p>	<p>Yes</p>	<p>Methadone Maintenance Clinic</p>

<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 (<i>Includes State Inpatient Hospital, Inpatient Hospital, Inpatient Withdrawal Management (formerly known as detoxification) -Hospital, Crisis Stabilization Bed</i>)</b></li> </ul>	Covered when medically necessary	Yes	General Hospital-Psychiatric Unit or Psychiatric Hospital
<b>HUSKY B Covered Services</b>	<b>HUSKY B Limitations</b>	<b>*Is Prior Authorization Required?</b>	<b>HUSKY Providers Who Offer This Care</b>
<ul style="list-style-type: none"> <li><b>Inpatient Services for Substance Use Disorder Treatment (<i>Includes Inpatient Withdrawal Management (formerly known as detoxification)-Freestanding and Residential Rehabilitation</i>)</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 (<i>Includes Residential and Group Homes</i>)</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>• IICAPS, MST, MDFT, FFT</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>• Skilled Nursing Visits</li> <li>• Home Health Aide services</li> </ul>	Covered when medically necessary  Covered when medically necessary. Custodial or homemaker/companion services are not covered.	Yes for more than two nursing visits per calendar weeks  Yes for more than 14 hours/week	Home Health Care Agency
<ul style="list-style-type: none"> <li>• Early and Periodic Screening, Diagnostic and Treatment (EPSDT)</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 (mental health and/or substance use disorder) who provides 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 maintains an extensive training program in coordination with advocacy agencies to build additional leadership and mentoring skills among the Peer Specialist staff.

## GOALS OF THE PEER SPECIALIST TEAM

- Provide training and assistance for behavioral health (mental health and/or substance use disorder)
- 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 (mental health and/or substance use disorder)

#### **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 members by sharing their recovery journey and acting as a mentor
- 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 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 Health 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. For more information, contact CHN CT Customer Service at 855-805-4325 or visit [www.accesshealthct.com](http://www.accesshealthct.com)

#### **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 Americans with Disabilities Act 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 they 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
Medication	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.