

II. Participating as a HUSKY Health Provider

PROVIDER ENROLLMENT

A behavioral health provider seeking reimbursement by the Department of Social Services (DSS) for Medicaid covered services delivered to eligible HUSKY Health members must meet applicable enrollment requirements and enroll as a Connecticut Medical Assistance Program (CMAP) provider. The credentialing process takes several weeks from the date that the *completed* application is received by Gainwell Technologies, the fiscal agent for DSS. HUSKY Health Providers can request that their enrollment be effective from the date entered on their completed application. Gainwell Technologies will accept retroactive start dates up to six months from the date the application was signed. We recommend that newly enrolled HUSKY Health providers should attend the new behavioral health provider workshop for an introduction to the Connecticut Medical Assistance Program's policies and procedures. To attend the new provider workshop or provider specific workshop please go to the www.ctdssmap.com web site, click on "Provider", then "Provider Services", and scroll down to provider training. Select the link, "here", to view the list of available provider workshops or to review the most current workshop materials.

HUSKY Health providers must enroll electronically through the Gainwell Technologies website: www.ctdssmap.com using the enrollment wizard. To enroll in CMAP from the home page, click on "Provider", and then "Provider Enrollment". DCF residential facilities and group homes enroll directly with the DCF Division of Administrative Law and Policy Licensing Unit at 860-550-6306.

To ensure continued eligibility for reimbursement, it is necessary for HUSKY Health providers to periodically re-enroll. DSS conducts re-enrollment of providers through Gainwell Technologies. If a HUSKY Health provider fails to comply with regulations governing enrollment and participation under CMAP, DSS may, with proper notification, discontinue a provider's participation in the program.

While enrollment in CMAP does not obligate a HUSKY Health provider to see all HUSKY Health members who request services (especially those HUSKY Health members whose behavioral health needs fall outside the provider's expertise), it does prohibit a HUSKY Health provider from discriminating in their acceptance of HUSKY Health members, other than due to clinical criteria

Once Medicaid enrollment is complete, HUSKY Health providers will receive a Provider Data Verification form. The Provider Data Verification Form is separate from Provider Enrollment. It ensures that the clinical services provided are loaded into the CT BHP system, allowing HUSKY health providers to obtain authorization for reimbursement, ensuring that our clinical and customer service teams make appropriate referrals, and allowing the HUSKY Health provider to indicate if they are currently accepting HUSKY Health members.

Providers should use the Provider Data Verification (PDV) form found on the CT BHP website ([For Providers/Forms Page](http://www.CTBHP.com) www.CTBHP.com) to update the services they are providing and their specialties, and/or to indicate the status of referrals. HUSKY Health providers may contact Provider Relations at 877-552-8247 for assistance with completing the Provider Data Verification form.

PARTICIPATING HUSKY Health PROVIDER RESPONSIBILITIES

CT BHP and its HUSKY Health providers must maintain a cooperative relationship to provide quality recovery focused services to adults, children, and families. HUSKY Health Providers have an independent responsibility to provide mental health and/or substance use services to HUSKY Health members in care. HUSKY Health providers shall always exercise their best clinical judgment in the treatment of HUSKY Health members. Providers deliver services which are medically necessary, and do not bill the member except as permitted by benefit.

Professional Standards

HUSKY Health Providers must render covered services in a high-quality and cost-effective manner in recognition of the CT BHP's standards and procedures; in accordance with generally accepted medical standards and all applicable laws and regulations; and pursuant to the same standards as services rendered to a provider's other patients. HUSKY Health Providers must not discriminate against any HUSKY Health member based on race, color, gender, sexual orientation, age, religion, national origin, ability, health status or source of payment.

Confidentiality

HUSKY Health providers are required to maintain the confidentiality of all protected health information (PHI) in accordance with applicable federal laws, including the Health Insurance Portability and Accountability Act (HIPAA), as well as laws of the State of Connecticut. This confidentiality includes information gathered and developed while providing behavioral health care services, such as:

- HUSKY Health member-specific information, including confirmation or acknowledgement that treatment or care management records may exist, and
- Provider information related to quantity or quality of a provider's performance or to a HUSKY Health provider's interaction in providing services to HUSKY Health members.

HUSKY Health providers must cooperate with DSS, DMHAS, DCF, and Beacon Health Options to ensure that all consents or authorizations to release member records are in conformity with applicable state and federal laws and regulations governing the release of records maintained in connection with mental health and/or substance use treatment. HUSKY Health providers must also ensure that any records meet all applicable federal and state laws and regulations related to the storage, transmission and maintenance of such records, including without limitation HIPAA (Public Law 104- 191) and the rules and regulations promulgated hereunder, as well as guidance issued by the United States Department of Health and Human Services.

The CT BHP recognizes that HUSKY Health members have a basic right to privacy of their personal information and records. HUSKY Health providers must adhere to the following guidelines:

- HUSKY Health Providers must limit access to member information solely to the member except in the case of a parent or guardian with legal custody of a minor child, or a person with legal authority to act on behalf of an adult or emancipated minor in making decisions related to health care.
- All requests for release of information must be reviewed by management staff of a provider agency or by the individual practitioner and responded to in accordance with CT BHP policy.
- Confidentiality regulations must be followed unless the HUSKY Health member waives confidentiality or as required by law. When a HUSKY Health member waives confidentiality, the HUSKY Health provider discloses information with the HUSKY Health member's permission and only that which is necessary to fulfill the immediate and specific purpose, and
- HUSKY Health providers must train their employees on their responsibilities regarding confidential information. All employees must sign a confidentiality agreement upon employment and annually thereafter, attesting that they have read, understand, and abide by confidentiality policies.

Given that HUSKY Health providers are licensed and credentialed by a variety of state agencies, it is expected that all participating HUSKY Health providers will conduct business in accordance with licensing standards. In addition, CT BHP anticipates working with the HUSKY Health provider community, at a minimum, to identify and develop best practices, to exchange relevant information as requested regarding medical necessity or investigations, to identify training opportunities, and to identify and address local service needs while maintaining a focus on member centered care.

SUPPORTS AVAILABLE TO HUSKY Health PROVIDERS

The CT BHP is committed to helping HUSKY Health providers fulfill their administrative functions efficiently and conveniently. To that end, Beacon Health Options and Gainwell Technologies, the Medicaid fiscal agent, provide a variety of tools to support HUSKY Health providers. Both entities also have staff available to provide training and respond to questions from employees of HUSKY Health provider organizations.

CT BHP Website

The CT BHP website, www.CTBHP.com, provides access for HUSKY Health providers who wish to:

- Review information contained in this Provider Handbook
- Review HUSKY Health Provider Alerts/Notices & state issued bulletins pertaining to the CT BHP
- Review the CT BHP Authorization Schedules & Covered Services
- Review the CT BHP Level of Care Guidelines
- Access a listing of CT BHP Enhanced Care Clinics
- Access a listing of CT BHP Medications for Addiction Treatment (MAT) providers
- Access ReferralConnect to search CT BHP HUSKY Health providers and identify appropriate practitioners or agencies to whom to refer a HUSKY Health member ready for discharge (also available to HUSKY Health members for self-referral)
- Access the CT BHP web registration system, ProviderConnect, for authorizations that do not require a telephonic review with a Care Manager or Intensive Care Manager
- Access our training video library and manuals
- Review schedules of provider events and trainings

The CT BHP website also includes multiple language selections, archived alerts/communications, recent provider news and updates, updates to the HUSKY Health Provider Manual, as well as, tools, resources, and training materials which providers may find useful.

Medication for Opioid Use Disorder (MOUD) & Medication for Alcohol Use Disorder (MAUD)

At the CT BHP, we work to help people live their lives to the fullest potential. With this in mind, we have made significant efforts to expand the list of providers available for MOUD and MAUD services. We have also worked to expand the amount of MOUD/MAUD related resources that are available to both HUSKY Health providers and members. The CT BHP website has Medications for Addiction Treatment (MAT) Resources landing page. On this page, you can find

- SAMHSA, Local and National Resources
- HUSKY Health Provider Toolkit
- Primary Care Provider (PCP) Toolkit
- Interactive Medications for Addiction Treatment HUSKY Health Provider Locator Map

The interactive MAT provider map allows HUSKY Health providers and HUSKY Health members to search for a HUSKY Health provider offering MOUD/MAUD treatment including Methadone clinics, partial hospitalization, intensive outpatient, and outpatient services. You can also search for other treatment services that support substance use by typing in a provider or town name. This has served as a valuable tool in connecting HUSKY Health members with substance use challenges to available HUSKY Health providers.

We are continually working to update the list of resources on our MAT page. If you are interested in providing Medications for Addiction Treatment or have any recommended resources for HUSKY Health members or HUSKY Health providers, please contact us at CTBHP@BeaconHealthOptions.com.

Achieve Solutions®

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

Its educational content and internet accessibility allow HUSKY Health providers to easily select and print articles and news on a wide range of issues, including child care and parenting, depression and anxiety, drugs and alcohol, elder care and aging, events and transitions, health and wellness, legal and financial issues, work, and personal growth. The site includes more than 3,000 feature articles across more than 200 topics, presenting a robust resource for the creation of tip sheets and other handouts. [Click here to access Achieve Solutions.](#)

HUSKY Health providers have found Achieve Solutions® to be a valuable source of material to share with HUSKY Health members and families. Hard copies of pertinent literature can be printed out for distribution. All online transactions are completed in a secure manner. HUSKY Health members and families can also access the website themselves. The website is certified by VeriSign ensuring that information remains confidential. Any questions regarding these easy-to-use, secure, online services or requests for assistance should be directed to the Provider Relations Department at 877-552-8247 options 1, 2, and 7.

ReferralConnect - CT BHP's On-line HUSKY Health Provider Directory

ReferralConnect offers help in finding participating behavioral health HUSKY Health providers in the CMAP network. The directory can narrow a search to select providers with a specific expertise, service, or program. The directory is updated regularly to provide the most up-to-date information on the HUSKY Health provider network. The online directory can be accessed on the homepage of CT BHP website: www.CTBHP.com by clicking [Find a Provider](#). If HUSKY Health providers or HUSKY Health members are unable to find a HUSKY Health provider that matches their needs or if they are looking for resources that cover specialized needs, please contact the CT BHP directly by calling 877-552-8247 to speak with a Customer Service Representative.

The CT BHP is responsible for updating the HUSKY Health provider's file by obtaining additional information via the Provider Data Verification form (PDV). The PDV verifies that we have the correct contact information, practice location information, hours of operation, clinical services and populations served. To ensure we have accurate information for referral purposes, please complete the PDV. These forms can be found on the CT BHP website: [For Providers/Forms Page](#). You may also contact a Provider Relations Representative by calling 877-552-8247 and a form will be mailed or faxed to you.

Psychiatric Inpatient Bed Tracking

In 2018, the CT BHP implemented a centralized bed tracking system for inpatient psychiatric hospitals. This system is available through the current ProviderConnect registration/authorization portal. The CT BHP Bed Tracking System gives psychiatric inpatient HUSKY Health providers the ability to update their inpatient bed availability in real time and update, twice daily, the number of beds available to ensure accurate availability.

The intent of the CT BHP Bed Tracking System is to improve the efficiency of locating a psychiatric hospital bed for HUSKY Health members who need inpatient treatment, resulting in quicker access to treatment and a reduction of time spent in the ED. The Psychiatric Bed Tracking User Manual provides step-by-step instructions for hospitals on updating bed availability as well as instructions on how any participating HUSKY Health provider can search for available beds. The user manual is available under the Manuals section on the [For Providers homepage](#) of the CT BHP website: www.ctbhp.com.

Bed Tracking Roster - Congregate Care

One of the features available within the ProviderConnect web application is the Bed Tracking Roster. The focus of the Bed Tracking Roster is for DCF Child and Adolescent residential and group home placements. As HUSKY Health providers update information about their own facility, the system allows a search for available beds in order to assist in faster placements. HUSKY Health providers utilize bed tracking to review and make updates to their census and projected admissions. When updates need to be made, the HUSKY Health provider enters ProviderConnect and inputs a date that will indicate when a HUSKY Health member will be admitted or when a HUSKY Health member will be discharged. This allows the CT Engagement Center to know who is leaving the facility and when. The HUSKY Health provider should also be checking bed tracking periodically to ensure that the correct HUSKY Health members are listed on their census. If there is a member who is missing from the census or appearing on the census but is not actually residing in their program, the HUSKY Health provider should call Beacon Health Options. The HUSKY Health provider cannot edit the list of HUSKY Health members on their census. HUSKY Health providers and Beacon Health Options Care Managers will be able to search for available placements by:

- Facility Type
- Ages Served
- Gender Served
- Population Served (Specialty)
- Facility County
- Date Inquiring about Bed from ____date to ____date
- Available Beds, and
- All Beds Regardless of Availability

Claims and Billing Information

Gainwell Technologies administers behavioral health service claims; therefore, claims must be submitted to Gainwell Technologies. For information on submitting electronic claims to Gainwell Technologies go online to www.ctdssmap.com, or call the Provider Assistance Center at **800-842-8440**.

Appeals or out of state claims or claims that require special handling can be sent to the following address:

Gainwell Technologies
P.O. Box 2991
Hartford, CT 06104

CMAP providers will find additional information available through Gainwell Technologies such as, claim submissions, claim payment and HUSKY Health provider manuals and workshops, by accessing the Connecticut Medical Assistance Program website at www.ctdssmap.com.

Rapid Response Team

The Rapid Response Team is comprised of representatives from Beacon Health Options, Gainwell Technologies, DSS, DMHAS, and DCF. The goal of this team is to resolve issues related to timely and accurate authorizations and claims payment. A bi-weekly meeting is held to review possible systemic issues and to determine appropriate intervention by the respective organization(s). After the meeting, the appropriate members of the Rapid Response Team will initiate contact with the HUSKY Health provider(s) to discuss potential issues and determine any necessary outreach or education tools for the HUSKY Health provider as needed. Contacts for the Rapid Response Team can be located on the [Contacts Page](#) of the CT BHP website: www.CTBHP.com.