

## VI. Provider Relations

The primary goal of the Provider Relations Department (PR) is to develop and maintain positive relationships within the CMAP provider network. PR focuses on education, communication, customer service, and support. PR strives to offer quality assistance to HUSKY Health providers who are serving the needs of children, families, and adults in Connecticut. PR assists HUSKY Health providers in understanding and navigating the service system and resolving any questions or concerns about CT BHP. PR serves the provider network by offering:

### PROVIDER TRAINING / EDUCATION

The PR department is responsible for developing ongoing HUSKY Health provider trainings designed to meet the specialized needs of providers, as well as educational workshops to reduce administrative responsibilities. PR staff members provide one-on-one, small or large group training presentations, offer online webinars and telephonic support. PR creates supplementary educational materials such as manuals, handbooks, and training videos. Some current trainings and materials include:

- **CT BH(e)P Desk** – An interactive bi-monthly webinar providing tutorials of the ProviderConnect System functions and more. This training offers a space to interact with PR, ask questions or refresh a HUSKY Health provider's current knowledge of the system. More information and registration for CT BH(e)P Desk can be found on the For Providers, [Events, Trainings & Publications homepage](#).
- **ProviderConnect Manuals** – Each ProviderConnect function has a detailed instructional manual that can be found on the CT BHP website. All manuals provide step-by-step directions and graphics for services such as Inpatient Bed Tracking, Registered Services, and Higher Levels of Care registration. These manuals can be found on the [For Providers homepage](#) of the CTBHP website.
- **New Provider Resources** – PR works to ensure that newly enrolled HUSKY health providers have all the tools to navigate the Behavioral Health system. PR conducts weekly outreach to individual and group practice providers via email to introduce CT BHP and provide resources to successfully authorize and bill for services. PR also developed a Welcome page for new HUSKY Health providers which includes directions on how to obtain a ProviderConnect or ClientConnect username and password, submit authorizations, referrals, update practice information and more. More information can be found on the [Welcome New Providers homepage](#). HUSKY Health providers can obtain login credentials to access ProviderConnect by completing the [Online Account Request Form](#).

*For additional information regarding service registration and account requests, please see Section IV, Page 23 of this manual.*

### PROVIDER NEWSLETTERS, UPDATES AND ALERTS

The PR department is responsible for managing all HUSKY Health provider publications. Publications to the network include Provider Alerts, Bulletins, and Newsletters. PR also alerts HUSKY Health providers to modifications in the Provider Handbook and any policy and procedure changes or requirements that are not otherwise communicated by the Departments. PR's goal is to keep the network up to date and informed as quickly as possible to reduce interruption in services. HUSKY Health provider communications can be found on the [Providers-Bulletins Page](#). Additional News, Events and Spotlight information can be found directly on the homepage of the CT BHP website.

### WEBSITE MAINTENANCE

The PR department is responsible for maintaining the website [www.CTBHP.com](http://www.CTBHP.com). This is a full service site with resources available to both the provider and member. Available resources include level of care guidelines, MOUD treatment resources, covered services information, member eligibility guidelines, and program information. The website is also the main point of access for the ProviderConnect, ClientConnect, and ReferralConnect sites, which are available 24/7.

## PROVIDER ADMINISTRATIVE ASSISTANCE

The PR department is here to assist HUSKY Health providers with the everyday functions regarding navigating the CT BHP systems. PR responds to both clinical and administrative inquiries to help promote best practices for HUSKY Health providers. Such inquiries can include:

- What services are covered
- How to update practice information
- Authorization questions and/or troubleshooting
- Username and Password lookup
- How to verify Medicaid Eligibility
- How to enroll as a provider

In an effort to better serve providers, the PR department has compiled Frequently Asked Questions (FAQ) sheets. These sheets help HUSKY Health providers independently find answers to commonly asked questions surrounding items such as higher levels of care, eligibility, billing and more. These sheets can be found on the [For Providers homepage](#).

*Additional information regarding the above-mentioned inquiries can be found in Sections II, III and IV of this manual.*

## PROVIDER NETWORK DEVELOPMENT

The PR department has a focus on the growth and maintenance of the HUSKY Health provider network capacity. This is to ensure exceptional delivery of all covered services to all HUSKY Health members. PR's network development functions include:

- Providing consultation for clinical and administrative issues
- Obtaining HUSKY Health provider network data from the Department of Social Services (DSS)
- Annual certification of HUSKY Health provider practice and program information for referral purposes
- Annual reporting of network growth
- Interacting with HUSKY Health providers as an administrative agent on behalf of the Departments
- Negotiating special service agreements on a case-by-case basis to address critical access issues
- Attending regular meetings hosted by Departments and attended by Contractor's staff and Departments' fiscal agent to address operational issues that may or are impacting HUSKY Health providers

## PROVIDER COMMUNICATION

Communication with HUSKY Health providers is made through a variety of platforms. PR will outreach to HUSKY Health providers by a means that is most convenient to the network. Communication can occur via telephone, webinar, website, or email distribution.

*If you currently do not receive Email notifications from us and would like to be added to our list, please contact us with the information listed below.*

877-552-8247, Options 1, 2, and 7

[ctbhp@beaconhealthoptions.com](mailto:ctbhp@beaconhealthoptions.com)