

IX. INTERFACE ACROSS DELIVERY SYSTEMS

COLLABORATION ACROSS DELIVERY SYSTEMS

There are multiple services and supports available to assist HUSKY Health members. The following grid provides an overview of these services:

IMPORTANT CONTACT INFORMATION FOR HUSKY HEALTH MEMBERS	
Mental Health and Substance Use Treatment Services	<p>Connecticut Behavioral Health Partnership: For information, covered services and finding HUSKY Health 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: www.ctbhp.com</p> <p>HUSKY D – Residential and Recovery Support Substance Use Treatment Services</p> <p>Institute for Mental Disease Services (IMD) & Recovery Support Program – Advanced Behavioral Health-Substance Use: Clinical Services 800-606-3677 Recovery Support Program: 800-658-4472</p>
Medical Services	<p>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: www.chnct.org</p>
Dental Services	<p>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: www.ctdhp.com</p>
Pharmacy Services	<p>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: www.ctdssmap.com</p>
Transportation to Health Care Appointments	<p>For HUSKY A, HUSKY C & HUSKY D Members, Contact Veyo 855-478-7350 Mon-Fri 7:00 am to 6:00 pm Website: www.ct.ridewithveyo.com</p>
Claims Member Assistance/Bills	<p>Gainwell Technologies: Client Assistance Member Claims/Billing Services: 866- 409-8430 Hearing Impaired: 711 Mon-Fri 8:30 am to 5:00 pm Website: www.ctdssmap.com</p>
Vision Services	<p>Community Health Network of CT: For information: 800-859-9889 Hearing Impaired: 711 Mon-Fri 8:00 am to 6:00 pm Website: www.chnct.org</p>

DSS Benefit Center/ConneCT	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 & report changes to personal information and interviews Mon-Fri 7:30 am to 4:00 pm Website: www.connect.gov
DDS	Department of Developmental Services Information: For information: 866-737-0330 Hearing Impaired: 711 Mon-Fri 8:00 am to 5:00 pm Website: www.ct.gov/dds
Medicare	Customer Assistance: 800-633-4227 Hearing Impaired: 711 Website: www.medicare.com
Social Security	Social Security Administration Customer Assistance: 800-772-1213 Hearing Impaired: 711 Website: www.socialsecurity.gov
HUSKY Spend-down	Spend-down amount, expenses, expenses received & applied: 877-858-7012 Hearing Impaired: 711 Mon-Fri 8:30 am to 5:00 pm
DCF Careline	Department of Children & Families Careline: 800-842-2288 Hearing Impaired: 711 Website: www.ct.gov/DCF
Application for health insurance	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: www.accesshealthct.com
CONNECT Help Desk	ConneCT My Account Password resets Mon-Fri 8:30 am to 5:00 pm 877-874-1612 Hearing Impaired: 711 Website: www.ct.gov/dss
CONNECT EBT (Gray card)	For SNAP, TFA and other cash assistant 24 hours/day, 7 day a week: 888-838-2666 Hearing Impaired: 711 Website: www.ct.gov/dss/ebt
CT DSS 1095B Tax form	Information Center: 844-503-6871 Hearing Impaired: 711 Mon-Fri 8:00 am to 5:00 pm Website: www.ct.gov/dss
HUSKY Premium Billing	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
To Renew for: SNAP, Cash assistance and HUSKY C	On line www.ct.gov/dss/myaccountlogin when you have an on-line account or completing the form and mailing, or going to DSS regional offices.
United Way	Connect to local services such as utility assistance, food, housing, crisis intervention and more. Dial 211 or search the online data base at 211.ct.org

MEDICAL COVERAGE

HUSKY Health members receive general medical care through Community Health Network (CHN) of Connecticut. CHN CT is the ASO responsible for physical health services, hospital emergency services as well as ancillary services such as laboratory, radiology and medical equipment, devices and supplies regardless of diagnosis, for all HUSKY members. Limited Benefit members are encouraged to contact the HUSKY Program at 877-CT-HUSKY (877-284-8759) to apply for coverage under HUSKY. Individuals who are deaf or hearing impaired may call the TTD/TTY telephone number at 711.

TRANSPORTATION

Veyo Transit is the Non-Emergency Medical Transportation (NEMT) broker that provides non-emergency transportation for HUSKY Health members for both medical and behavioral health services that are covered under HUSKY A, C and D. Behavioral Health transportation services to clinics, and independent professionals for routine outpatient, extended day treatment, intensive outpatient, partial hospitalization, withdrawal management, methadone maintenance, and inpatient psychiatric services are covered. HUSKY B members are not covered for non-emergency medical transportation. Transportation is not provided for non-Medicaid services such as respite, or DCF funded services that are designed to come to the HUSKY Health member including mobile crisis, home-based services, or therapeutic mentoring.

Beacon Health Options will make referrals to the closest appropriate CMAP providers (typically three names will be given upon request) and avoid referrals to facilities and offices outside of a 10 to 20 mile radius depending on the geographic location of the HUSKY Health member to the nearest provider. Beacon Health Options is not required to review HUSKY Health provider distance from the HUSKY Health member when responding to requests for authorization. The NEMT broker will assess all requests for transportation when contacted by the HUSKY Health member and it will be up to the broker to apply coverage limitations as appropriate when contacted by the HUSKY Health member. In most cases, the transportation broker will be able to make decisions about whether to authorize transportation to the non-closest HUSKY Health provider or to a HUSKY Health provider that is outside of the 10 to 20 mile radius by working directly with the HUSKY Health member. However, the CT BHP will be required to respond to inquiries from the NEMT broker if additional information is needed to support authorization of a transportation request.

Beacon Health Options is expected to work to monitor transportation utilization and, if necessary, cooperate with the NEMT broker in conducting focused provider education or training related to the appropriate use of transportation services.

SHARING EXPERTISE AND INFORMATION

A primary responsibility of all HUSKY Health providers is to proactively identify potential medical needs of HUSKY Health members to whom they are providing behavioral health care services and work with CT BHP Care Managers and the HUSKY Health member's health care providers to assure that both physical and behavioral health care needs are met. This coordination of medical and behavioral health care is also a primary emphasis of the Beacon Health Options Intensive Care Managers.

TELEPHONIC CONSULTATION

To support primary care providers, Beacon Health Options medical staff will be available by phone to offer consultation to primary care physicians serving HUSKY Health members. This telephonic consultation can be accessed by calling 877-552-8247.

Additionally, ACCESS Mental Health CT is a program that offers free, timely consultative services for Primary Care Physicians (PCPs) seeking assistance in providing behavioral health care to children and adolescents under the age of 21 years, irrespective of insurance. This DCF funded program provides specialists who are available to answer questions and provide valuable resources for mental health treatment in your community. A listing of the ACCESS Mental Health Hub Teams, towns covered and contact information is located on the ACCESS Mental Health CT website: <http://www.accessmhct.com/>

OVERVIEW OF SERVICES COVERED BY THE CT BHP

OUTPATIENT MEDICAL CLINIC SERVICES

- Behavioral health evaluation and treatment services provided by freestanding primary care/medical clinics with a primary behavioral health diagnosis and only when provided by a licensed behavioral health professional.

HOSPITAL OUTPATIENT PSYCHIATRIC

- The CT BHP is responsible for authorization of all outpatient psychiatric clinic, intensive outpatient, extended day treatment and partial hospitalization services provided by general and psychiatric hospitals for the evaluation and treatment of behavioral health disorders.
- The CT BHP will cover psychiatric evaluation and treatment services related to a medical diagnosis such as psychological testing for a HUSKY Health member with traumatic brain injury.

MENTAL HEALTH AND AMBULATORY SUBSTANCE USE CLINICS

- The CT BHP is responsible for authorization of all Mental Health and Substance Use Clinic Services regardless of diagnosis.

EMERGENCY AND INPATIENT

- Services provided related to care for a behavioral health diagnosis.
- CT BHP is responsible for all psychiatric hospital services and all associated charges billed by a psychiatric hospital, regardless of diagnosis.
- The CT BHP is responsible for management and authorization of inpatient and residential withdrawal management (inpatient-hospital or inpatient-freestanding) when the substance use diagnosis is primary.
- The CT BHP is responsible for management and authorization of inpatient general hospital services when the behavioral health diagnosis is primary. The behavioral health diagnosis will be considered primary when the billed Revenue Center Code (RCC) and the primary diagnosis are both behavioral and when the billed RCC is medical but the primary diagnosis on the claim form is behavioral.
- When an admission to a general hospital is initially medical, but the reason for the continued stay becomes behavioral, responsibility for management and authorization of services transitions to the CT BHP.
- The CT BHP will reimburse professional psychiatric services rendered in an emergency department by a community psychiatrist if the psychiatrist is enrolled in CMAP as an independent solo or group practitioner and bills under the solo or group practice ID.

HOME HEALTH CARE SERVICES

Home Health Services are defined as services provided by a home health care agency (as defined in Subsection d of section 19A-4890 of Connecticut General Statutes) that is licensed by the Department of Public Health, meet the requirements for participation in Medicare, meet all DSS enrollment requirements and offer care on a part-time or intermittent basis in the HUSKY Health member's home.

- CHN CT is responsible for the authorization and management of home health services when the home health service is for medical diagnoses alone and when the home health services are required for medical and behavioral diagnoses, but the medical diagnosis is primary, or the psychiatric nurse or aide cannot safely and effectively manage the HUSKY Health member's medical treatment needs.
- Beacon Health Options is responsible for the authorization and management when home health services are required for the treatment of behavioral health diagnoses alone. When home health services are required to treat both medical and behavioral diagnoses, but the behavioral diagnosis is primary, or the medical nurse or aide cannot safely and effectively manage the individual's psychiatric treatment needs.

- Additionally, Beacon Health Options is responsible for management of home health services for a HUSKY Health member when the HUSKY Health member has a diagnosis of autism as one of the first three diagnoses.
- Effective for dates of service April 1, 2019 and forward, all home health services for individuals covered under the State Funded Connecticut Home Care Program for Elders (CHCPE), Acquired Brain Injury(ABI), Autism, Connecticut Home Care (CHC) and Personal Care Assistance (PCA) Waivers with a behavioral health primary diagnosis code will no longer receive authorization from Beacon Health Options but will be authorized by the Department of Social Services' (DSS) Community Options Unit(COU). Prior Authorizations (PAs) previously uploaded by Beacon Health Options will now be uploaded or entered via the secure Web portal by the Access Agency or the DSS Autism Care manager responsible for managing the individual's care.

INDIVIDUAL PRACTITIONERS

- Behavioral health evaluation and treatment services such as Outpatient Psychiatric Diagnostic Evaluation services, Psychological and Developmental Testing, Consultation, Case Management provided by individual practitioners with a primary behavioral health diagnosis and only when provided by a licensed behavioral health professional.

OTHER SERVICES

- CT BHP is responsible for prior authorizations for HUSKY Health members receiving treatment at methadone clinics for methadone maintenance services.
- Internal toxicology screens are included in the weekly Methadone rate. No more than eight (8) external toxicology laboratory tests may be ordered under a single standing order in any calendar year and must be documented in the HUSKY Health member's chart.
- Behavioral health assessment and treatment services billed by school-based health centers will be the responsibility of the CT BHP.
- Adult Mental Health Group Homes.
- DCF Congregate Care such as Residential Treatment or Group Homes.
- Rehabilitation clinics for Outpatient, Psychological Testing and Autism Spectrum Disorder Services.
- Psychiatric Diagnostic Interviews of the DCF Multi-disciplinary examinations.

OVERVIEW OF SERVICES COVERED UNDER MEDICAL BENEFITS

The following are only a **summary** of services for which CHN CT the medical ASO will retain oversight. Please Note: The following summaries do not supersede Medical ASO coverage responsibilities as established in provider contracts with DSS:

- Programs and procedures designed to support the identification of untreated behavioral health disorders in medical patients at risk for such disorders, some of which are conducted by general medical providers.
- Pharmacy services and all associated charges, regardless of diagnosis, remain under the auspices of the medical benefits. The only exception is for methadone in instances explained in the CT BHP section.

HOSPITAL OUTPATIENT AND OUTPATIENT CLINIC SERVICES

- Primary care and other medical services provided by freestanding primary care/medical clinics regardless of diagnosis except for behavioral health evaluation and treatment services and only when provided by a licensed behavioral health professional.
- Primary care and other medical services provided by hospital medical clinics regardless of diagnosis including all medical specialty services and all ancillary services.

EMERGENCY AND INPATIENT

- Emergency department services including emergent and urgent visits and all associated charges regardless of diagnosis.
- Management and prior authorization for inpatient general hospital services when the medical diagnosis is primary. Medical is considered primary when the billed RCC and the primary diagnosis are both medical.
- Ancillary services associated with primary medical diagnoses.
- During a behavioral health stay, professional services associated with the evaluation and management of co-occurring medical diagnoses.

LONG TERM CARE SERVICES

- Long-term care services for their HUSKY Health members regardless of diagnosis.

OTHER SERVICES

- Components of the DCF Multi-disciplinary examinations.
- Primary care services provided by school-based health centers.