

We're Here For You!

The CT Behavioral Health Partnership is committed to providing education and support that continually allow our provider network to easily access information and training resources and to obtain the answers that they need. The Provider Relations Department is excited to announce the following training opportunity and updated resources available to the CMAP network.

- **CT B H(el)P! Desk** – In August of 2019, the Provider Relations Department will be offering a weekly, 45 minute webinar to all CMAP providers. This open webinar will provide a quick 20 minute overview of the ProviderConnect application for new providers, new staff members or any user that may need a brush up on the authorization system. The remainder of the webinar will be open to provider inquiries or requests for assistance with CT BHP policies and procedures. Information on the CT B H(el)P! Desk will be distributed to the provider network in the coming weeks.
- **Updated CT BHP Provider Manual** - The CT BHP Provider Manual is designed to give providers a concise summary of the policies and procedures that guide the delivery of CT BHP services. It continually is revised to reflect additions and changes. In July, the Provider Relations Department made the following updates: Intensive Outpatient concurrent review procedures Updated process on date extension and backdating authorization requests and a new Retroactive Eligibility Authorization Grid with a table outlining documents required for retroactive eligibility requests by level of care. The CT BHP Provider Manual can be accessed at <http://www.ctbhp.com/providers/prv-manual.html>
- **Updated ProviderConnect User Manuals** have been reformatted with abridged, user-friendly, step by step instructions and screenshots for all levels of care and functions (Entering Member Alerts, Inpatient Bed Tracking, Registered Services, Higher Levels of Care and more). Updates include ProviderConnect's new concurrent screen enhancements and Provider Inquiry functions for backdating and date extension authorization requests. All manuals can be found on the For Provider homepage of the CT BHP website: <http://www.ctbhp.com/providers/providers.html>



BULLETIN REWIND

Provider Alert 2019-04

To: Intensive Outpatient Providers)
Subject: Process Update for Intensive Outpatient Concurrent Review Requests

Provider Alert 2019-03

(To: CT BHP Intermediate, Home Based Service and Autism Spectrum Disorder Providers)
Subject: Process Update for Date Extension and Backdating Requests for Intermediate, Home Based Service and Autism Spectrum Disorder Authorizations

Monthly Hospital Important Message

(Posted 6/19/19)

Provider Bulletin 2019-14

To: Federally Qualified Health Centers, Behavioral Health Clinics, Dental Clinics, Enhanced Care Clinics, Medical Clinics, Physicians, Advanced Practice Registered Nurses (APRNs), Physician Assistants (PAs) and Hospitals)
Subject: Updated Coding Guidelines for the Behavioral/Developmental Component of Multi-Disciplinary Examinations

Provider Bulletin 2019-13

To: Home Health Agencies, Access Agencies, DSS Autism Case Managers and Beacon Health Options)
Subject: Changes to Behavioral Health Prior Authorization Requests for Home Health Services to Waiver Clients

[View CT BHP Alerts](#)

Lights! Camera! Action!

In order to provide you with the most up-to-date training materials we are currently updating our training videos found on the For Providers homepage of the CT BHP website. Please be on the lookout for new, simplified training videos that walk through each function of the ProviderConnect system.