

PROVIDER NOTICE

Alert#: PN-2020-11
Issued: December 20, 2020
To: CT BHP Providers
Subject: CT BHP Closure – Holiday Observance

Dear Provider,

In observance of the upcoming holidays, the Rocky Hill Beacon Health Options office will be closed on the following:

- Christmas Eve, Thursday December 24, 2020
- Christmas Day, Friday December 25, 2020
- New Year's Eve, Thursday December 31, 2020
- New Year's Day, Friday January 1, 2021

While the office will be closed in observance of the holiday, Care Managers (for crisis and pre-certifications for inpatient services) are available 24 hours a day, 365 days a year for members and providers. Authorizations needing further review will be completed as soon as possible, no later than the next business day.

Additionally, as a reminder, the ProviderConnect application is available 24 hours a day, 365 days a year for registration and authorization of services.

The Customer and Provider Services line is 1-877-552-8247.

Thank you,
Provider Relations
Beacon Health Options