

PROVIDER ALERT

Alert#: PA-2010-16

Issued: September 10, 2010

To: All CT BHP Providers, DCF Area Offices, Probation and Parole Staff

Effective: Mid November, 2010

Subject: ProviderConnect: New Utilization/Data Management System Application

Dear Provider,

As you may be aware, this past year we have been working towards the implementation of a new utilization/data management system. This alert serves as advanced notification to all CT BHP providers and DCF Area Office, Parole and Probation staff regarding ValueOptions' plan to transition from the current AIS/Absolute system application for utilization management to a new and improved platform that will allow enhanced efficiencies for both the provider and ASO staff. This transition impacts all web registered services and web based forms related to:

- Outpatient treatment and registration
- Methadone Maintenance treatment and registration
- Ambulatory Detoxification treatment and registration
- Psychological Testing
- Home Based services
- CARES registration
- Inpatient bed tracking
- Residential bed tracking
- Monthly Treatment Planning and Progress Reports (MTPPR)
- CANS process/forms

During November, 2010, ValueOptions CT will transition from the current Absolute/AIS web registration software to ProviderConnect, an enhanced web based application in which providers will sign in through a secure website to complete service request/registrations. This system will allow users to access information 24 hours per day/seven days per week. PC and MAC Users will be able to use ProviderConnect to:

- Register services
- Obtain information on member eligibility and benefit status
- Search and print authorization letters
- Complete and view CANS, Residential and Inpatient Bed Tracking and MTPPR forms

Beginning in October, ValueOptions CT will host a series of statewide provider forums, as well as additional targeted training sessions at the CT BHP Service Center in Rocky Hill to train providers, DCF Area Offices, Probation, and Parole staff on the ProviderConnect application.

These trainings will focus on understanding the basic navigational system flow, logging in and registering services, verifying member eligibility/benefits, viewing/printing functions for authorization letters, as well as completing CANS Registration/Assessment forms, Residential and Inpatient Bed Tracking and MTPPR's for DCF involved members.

Please stay tuned, as providers and state staff members will be notified of all trainings and the transition plan from AIS/Absolute to ProviderConnect and ClientConnect through upcoming Provider Alerts, e-mails, and mailings.

We are excited to bring the latest technological innovations to CT and trust that you will partner with us to ensure a positive transition.

If you have any questions, please do not hesitate to contact the CT BHP Provider Relations Department at 877-552-8247.

Provider Relations
CT Behavioral Health Partnership