

CT BHP Behavioral Health Services

Agenda

1 CT BHP Behavioral Health Benefits and Services

2 Member and Provider Services

3 CT BHP and CHNCT Co-Management

4 ICM and Peer Coordination

5 COVID-19 Warm line

6 Consumer and Family Advisory Council

7 Contact Information

8 Q&A

Behavioral Health Benefits and Services

Administered by the Connecticut Behavioral Health Partnership (CT BHP)*

- Outpatient Services
- Extended Day Services
- Intensive Outpatient Services
- Partial Hospitalization
- 23-hour Observation
- Inpatient Psychiatric Hospitalization
- Home Health Services for Behavioral Health Issues
- Ambulatory Detoxification
- Methadone Maintenance
- Medication Assisted Treatment
- Psychological Testing

**. CT BHP is comprised of the Department of Social Services, CT Department of Children and Families and the CT Department of Mental Health and Addiction Services who contract with Beacon Health Options as the Behavioral Health ASO.*

- ✓ *This list includes some, but not all services that are covered by the HUSKY Health program*
- ✓ *There are also special services covered for children and youth*
- ✓ *For more information, call 1.877.552.8247 or visit www.ctbhp.com*

Member Services Helps Members and Providers

- Better understand HUSKY Health benefits and how to use them
- Choose or change a Behavioral Health Provider or specialist
- Make appointments with providers
- Coordinate transportation to provider appointments when needed
- Take formal complaints or help members start and appeal after a denial
- Connect members and others to community resources and basic needs such as food, housing, energy assistance, mobile phone services appropriately
- Learn about special programs available through the CT BHP such as the Care Management Team, Peer Support Specialists, and Autism Services

For behavioral health services call 1.877.552.8247

CT BHP & CHNCT Co-Management

- CT BHP provides ICM Services to members with complex behavioral health needs
- CHNCT HUSKY Health ICM works in conjunction with the CT BHP to co-manage members with behavioral health and medical needs
- The CT BHP philosophy focuses on clinical excellence and commitment to the recovery/resilience of the members. This is accomplished by demonstrating a solid commitment to superior clinical quality service that is person centered, clinically appropriate, cost effective, data driven and culturally competent
- Both CHNCT and CT BHP share a common value...

“Goals are achieved when members receive the right care, at the right time, at the right place.”

CT BHP Intensive Care Management (ICM) & Peer Models

- **ICMs** are licensed clinicians who will work with you to develop an individualized care plan. They can also help connect you to behavioral health treatment providers and other needs
- **Peer Support Specialists** are individuals with lived experience and are Certified Peer Recovery Specialists. They know how to navigate the behavioral health system as a consumer. Peer Support Specialists will work with you and your supports to access non-traditional services to meet your needs
- **ICMs and Peer Support Specialists** are available to all HUSKY Health Medicaid members
 - **Specialty ICM and Peer Programs** help to develop care plans with
 - Individuals living with Autism Spectrum Disorders
 - Individuals experiencing a First Episode Psychosis

COVID-19: Behavioral Health

Beacon launched its **Warm Line** in order to provide immediate assistance to members. Warm Line services include:

- Emotional Support
- Wellness Education
- Mental Health Recovery Support
- Substance Use Recovery Support
- Community Resource Referrals as Needed

Warm Line is staffed by people who identify as individuals in recovery (peers). Each Peer also has lived experience with loved ones who have struggled with substance use and mental health disorders. Peers have clinical staff support as needed.

- Beacon also introduced a COVID webpage on the CT BHP website listing dozens of relevant resources, including those from DMHAS, DCF and others on managing behavioral health problems through the crisis and domestic violence



Consumer and Family Advisory Council (CFAC)

CFAC is a Connecticut Medicaid consumer- and family-driven committee that is culturally competent and diverse. CFAC meets on a monthly basis to:

- advise the CT BHP and Beacon Health Options on best practices for behavioral health services
- represent CT Medicaid members' interests and needs related to services
- provide consumer and family input on programs and quality initiatives

The Council has worked on the following:

- Developing and revising the Member Handbook
- Developing various pamphlets and fact sheets related to services at the CT BHP
- Advocating on behalf of CT BHP members who utilize transportation services
- Providing family-friendly recommendations on the development of the enhanced care clinic model
- Contributing to the Hospital Family Engagement Initiative
- Organizing and hosting the Annual iCAN Conference

HOW TO JOIN CFAC

If you or someone you know is interested in becoming a member of the CT BHP Consumer and Family Advisory Council, please call: 877-552-8247.

Contact Information

BENEFIT /SERVICES	PHONE	HOURS	WEBSITE
Medical Community Health Network of CT	Members: 1.800.859.9889 Providers: 1.800.440.5071	Monday - Friday 8:00 am - 6:00 pm	portal.ct.gov/husky Select "Information for Members"
Mental Health and Addiction CT Behavioral Health Partnership	1.877.552.8247	Monday - Friday 9:00 am - 7:00 pm	www.ctbhp.com
Pharmacy	1.866.409.8430	Monday - Friday 8:00 am - 5:00 pm	http://www.ct.gov/hh/cwp/view.asp?a=3573&q=430026
Dental CT Dental Health Partnership	1.855.283.3682	Monday - Friday 8:00 am - 5:00 pm	www.ctdhp.org
Non-Emergency Medical Transportation Veyo	1.855.478.7350	Monday - Friday 7:00 am - 6:00 pm	ctridewithveyo.com

Thank you!

Q/A