



CONNECTICUT

Behavioral Health Partnership

CT BHP MCO Process

Presented by:

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Director of Utilization Management

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Program Overview

CT BHP and the Managed Care Organizations (MCO) promote coordination of physical health and behavioral health care. We support individuals who access behavioral health services and who also have special physical health care needs. We help ensure that services are coordinated, that duplication is eliminated and that lead management is established in cases where medical and behavioral needs are serious or complex. We do this to ensure best practices for the physical, mental and behavioral well being of our members.



MCO Contact List

MCO NAME	MCO ADDRESS	CONTACT NAME	CONTACT PHONE NUMBER	CONTACT E-MAIL ADDRESS
Anthem Blue Cross & Blue Shield	370 Bassett Rd. North Haven, CT 06473 800-554-1707	Joyce Sullivan/UM	203-985-7547	Joyce.sullivan@anthem.com
		Gail DiGioia/OPS & Med Mgmt	203-239-8972	Gail.digioia@anthem.com
		Maryann Cyr		Mary.ann.cyr@anthem.com
		Mary Harpley	203-234-5348	Mary.Harpley@anthem.com
		Mary McCarthy	203.985.7101	Mary.McCarthy@anthem.com
Community Health Network of CT (CHNCT)	11 Fairfield Blvd Wallingford, CT 06492 800-859-9889 Fax 203-265-3994	Kim Sherman/Social Worker	203-949-4050	ksherman@chnct.org
		Diane McMunn/ICM	203-949-4167	dmcmun@chnct.org
		Patricia Isaksen/Director, Care Mgmt	203-949-4160	pisaksen@chnct.org
		Betsy Vahey/Disease Mgmt	203-949-4058	bhavey@chnct.org
		Roberta Geller, Director Quality	203-949-4011	rgeller@chnct.org
HealthNet of Northeast, Inc	1 Far Mill Crossing Shelton, CT 06484 800-820-0210	Maggie M Taylor/OPS Operations	203-225-4175	Maggiem.taylor@healthnet.com
		Jean Hardy/Clinical Supervisor	203-225-8458	Jean.hardy@mhn.com
		Colleen Chesney/Vendor Manager		Colleen.x.chesney@healthnet.com
		Ann Delorenzo	203-225-8313	
		Sheila Lynch	203-225-8617	
WellCare	8735 Henderson Rd Tampa, FL 33634 800.960.2530	Becky Wilson	860-960-2530 x3414	bwilson@wellcare.com
		Marjorie Gerhart	860-960-2530 x1033	mgerhart@wellcare.com
		Brian Gibson	860-960-2530 x3409	bgibson@wellcare.com
		Gina Portillio	860-960-2530 x1153	gportillio@wellcare.com



MCOs and CT BHP Coordinated Care/High Risk Case Referral Form

DATE _____

CT BHP INITIATED ☐ MCO INITIATED ☐

MCO (Referral Source or Referring To)

Anthem ☐

Healthnet ☐

CHNCT ☐

Preferred One ☐

Name and number of person referring the case

Name _____ Number _____

Title _____ Fax Number _____

Member ID _____

Member Name _____

Member DOB _____

Address _____

Legal Guardian

Name _____ Number _____

Medical; DX Code(s) _____

Description _____

Psych/SA DX Code(s) _____

Description _____

Other DX detail: _____

Current level of care _____ Provider _____

Provider Contact

Name _____ Phone Number _____

Where is client now? _____

Reason for referral _____

Clinical History _____

Social/Family Support _____

Primary Language _____

Need for interpreter? Y or N

Recommended Co-Management?: Y or N

Name: _____

If yes, who will your contact person(s) be for this case?

Phone Number _____

RESOLUTION:

ICM Referral? Y or N

Peer Referral? Y or N

Phone Call Only? Y or N



Co-Management Criteria

If a member presents with any of these (6) diagnoses it is cause for automatic referral to the assigned MCO:

Substance Abuse and Neonatal Withdrawal

Child/Adolescent Obesity

Child/Adolescent Type II Diabetes

Sickle Cell

Eating Disorders

Medical Detox

Be advised the following are examples of cases that may also need co-management:

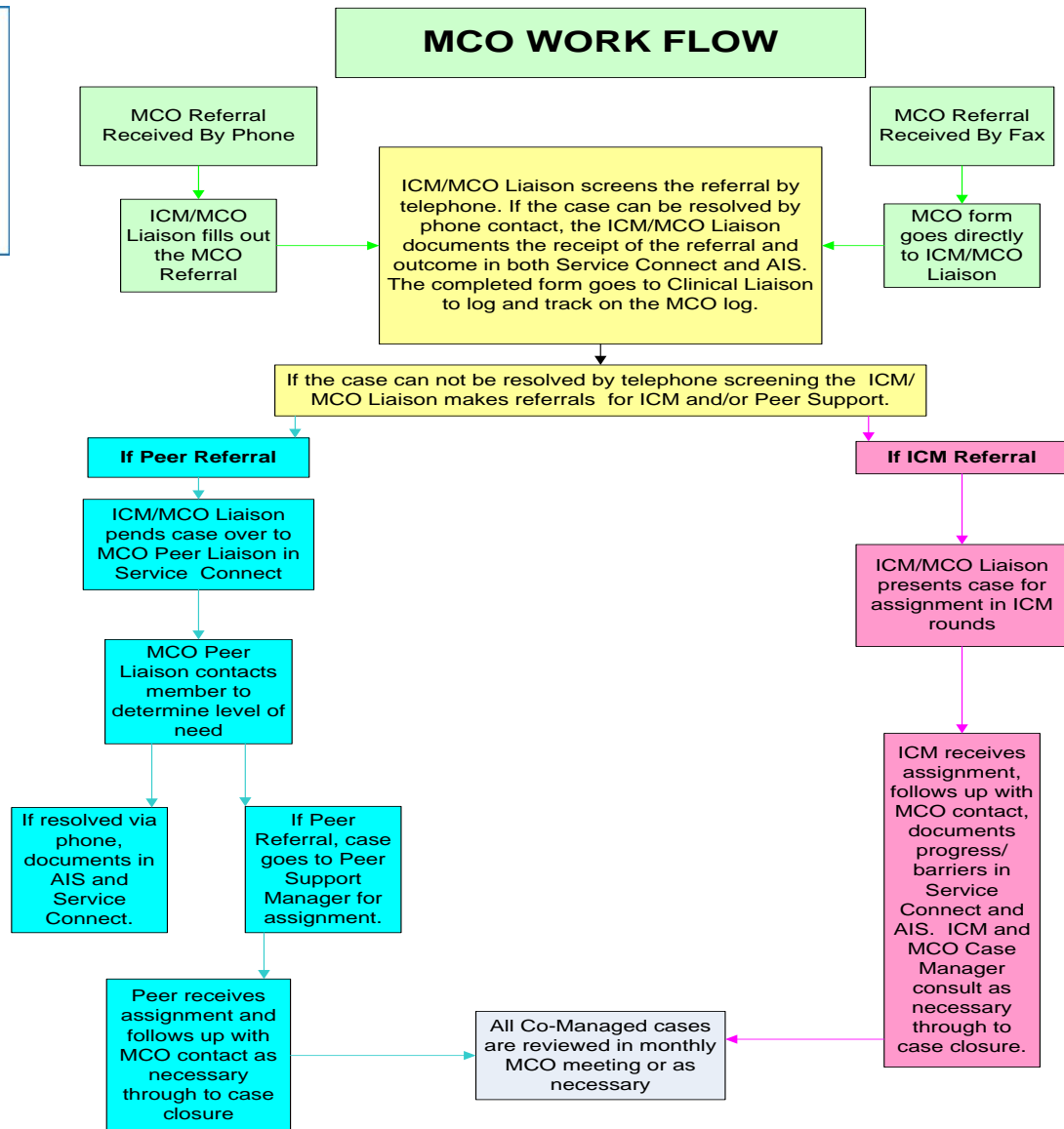
Multiple Medical Diagnoses

No Primary Care Provider

Barriers to Medical Care

Unable to get an appointment

No recent Early Periodic Screening (EPSDT)

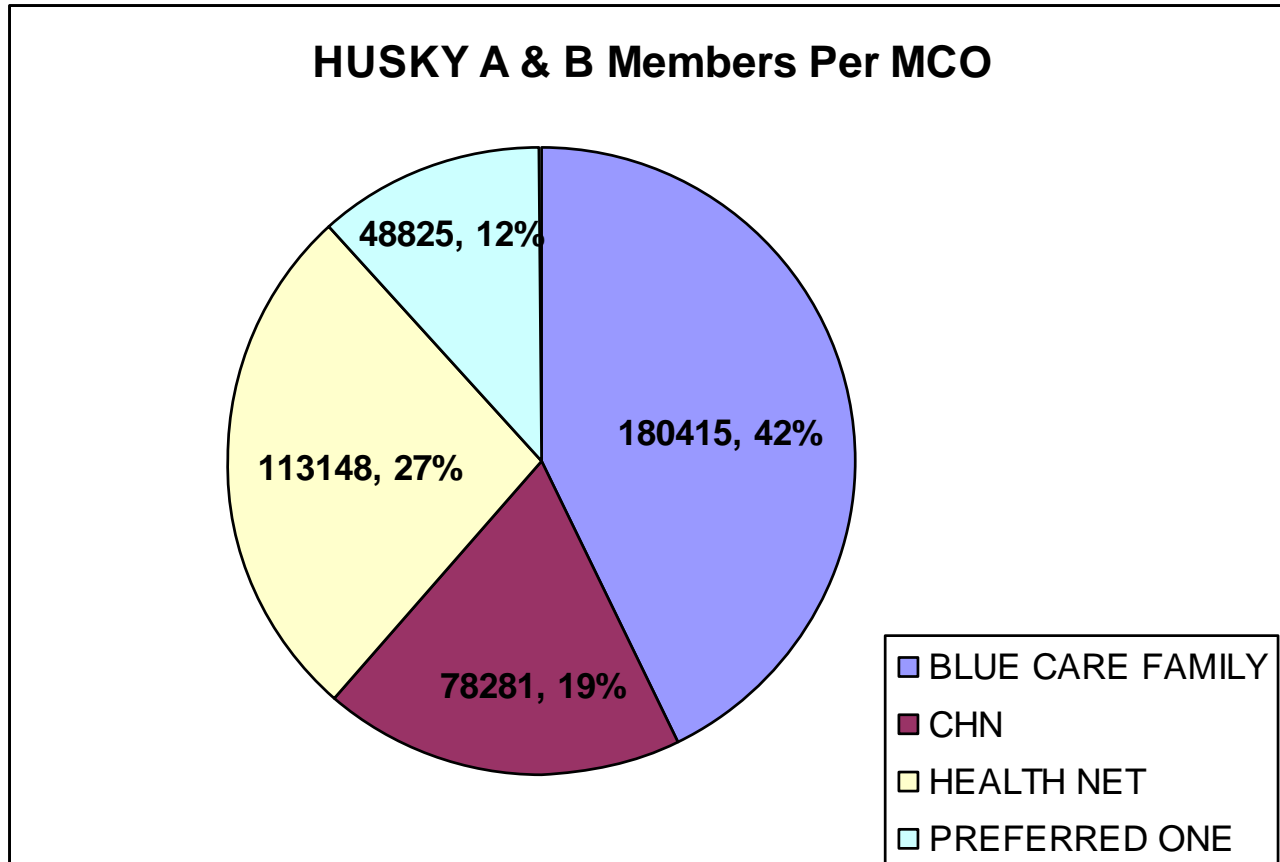


Notes:

- * Peer "only" cases may be referred to the ICM Program at any time during the Peer's work or as necessary
- * Peers and ICMs conduct ongoing consultation on all cases as necessary



HUSKY Membership by MCO





2006 Findings: Trending of Measures

- 170 cases were discussed with MCOs
- January through August: 31 cases were reviewed
- September through December: 20 cases per month were reviewed
- Health Net responsible for 64% of cases
- CHN responsible for 21%
- Anthem and Well Care/Preferred One responsible for remaining 15%



2006 Findings Continued

- Most frequently occurring diagnoses:
 - Pain Management Issues: 39
 - Depression: 18
 - Post Partum Depression: 10
 - Substance Abuse: 10
 - Pharmacy Management: 8
 - ER Psych and/or SA: 6
 - Alcohol Abuse: 5
 - Diabetes: 5
 - ADHD: 3
 - Eating Disorders: 3
 - Sickle Cell Anemia: 1



Current MCO Reporting Requirements

- Claim data of members presenting at Emergency Department with primary behavioral health diagnoses
- Inpatient census claim data with primary and secondary behavioral health diagnoses



CT BHP Quick Reference Guide

The Connecticut Behavioral Health Partnership
500 Enterprise Drive, Suite 4D
Rocky Hill, CT 06067

CT BHP Toll Free: (877) 552-8247 **Fax:** (866) 434-7681 **TTY:** (866) 218-0525

CT BHP Web site: www.ctbhp.com

Member and Provider Services Lines are open from 9:00 a.m. to 7:00 p.m. EST on regular business days. Care Managers (for crisis and pre-certifications for inpatient services) are available 24 hours a day, 365 days a year for members and providers.

For your convenience, we have one central toll-free number with a menu from which callers select the appropriate option.

Provider Relations

- Provider training/education
- Newsletter, updates and alerts
- Service/network development

Member Services

- Eligibility verification
- Provider listings & referral
- General information
- File complaint/grievance

Peer Specialists/Family Peer Specialists

- Provide family/member support
- Member calls & referrals
- Educational mentoring
- Outreach & training services
- Promote recovery & resiliency

Utilization/Care Management

- Member calls & referrals
- Prior authorizations
- Concurrent reviews
- Intensive Care Management
- DCF residential authorization and census tracking

Quality Management

- Critical incidents/significant events
- QM committees
- QM studies
- QM and improvement initiatives

System Management

- Local area development plans
- Regional planning meetings
- New service development/expansion
- Outreach, education & training

Service Center Executive Leadership

- Chief Executive Officer
- Medical Director
- Finance
- Information Technology/Reporting



CT BHP Quick Reference Guide Continued

ASO Executive Staff

Lori Szczygiel, MA, CEO
Ann Phelan, MA, VP of Clinical Operations
Diane Loomis-Setts, LISCW, ICM Services Director
Jeffrey Gottlieb, MD, Medical Director
Steven Kant, MD, Chief Medical Director
John Swanson, MD, Medical Director
Sandi Quinn, MED, LPC, Director of Utilization Management
Alice Farrell, JD, LCSW, MSW, VP of Sys Dev and Mgmt
Yvonne Baldwin, Provider Relations/Customer Service Manager
Ray Rocchetti, IT Director
Eileen Casey, MHSA, PHR, Human Resources Director

CT BHP Toll Free: 1-(877) 552-8247

EDS

EDS Provider Assistance Center:

Local (Farmington, CT) **(860) 409-4500** Toll Free **(800) 842-8440**

EDS Electronic Data Interchange (EDI):

Local (Farmington, CT) **(860) 284-9700** Toll Free **(800) 688-050**

EDS Provider Relations

- Provider Enrollment
- Automated Eligibility Verification System
- Eligibility Dispute Resolution
- Claims/Billing Questions or problems

Paper Claims Submission

CMS 1500: EDS
P.O. Box 2941
Hartford, CT 06104

UB 92: EDS
P.O. Box 2961
Hartford, CT 06104

EDS Electronic Claims Submission

For information on submitting electronic claims to EDS, call EDS at the numbers listed above or go online to: www.ctmedicalprogram.com.

State Partners

Karen Andersson, Ph.D.
Director of CT BHP Planning & Development
Dept of Children and Families

Mark Schaefer, Ph.D.
Director of Medicaid Policy
Dept of Social Services



CT BHP MCO Team

- Diane Loomis-Setts, LICSW, ICM Director
1-(860) 263-2080
- Barbara Sheldon, Manager, Peer Support Program
1-(860) 263-2040
- Alex Nadeau, ICM
1-(860) 263-2094
- Robyn Parisi, Peer Specialist
1- (860) 263-2042
- Kimberly Blackburn, MSW, Clinical Liaison
1-(860) 263-2092