

## CT BHP Rapid Response Team

June 19, 2009

### Electronic Data Systems (EDS) Enrollment/Claims

The EDS Provider Assistance Center can assist with topics related to provider enrollment, claims, billing and member eligibility

(860) 269-2028 or (800) 842-8440

For elevated or high level issues, EDS Provider Representatives are available based on specialty and they are as follows:

**Paul Tom** – Hospitals, Individual Practitioners: (860) 255-3845

**Susan Pausmer** – Clinics, Long Term Care Facilities: (860) 255-3970

**Debbie Hockla-Kaba** – Special Services Providers, Home Health Agencies, State Waiver Programs: (860) 255-3847

#### Website Resources Available at [www.ctdssmap.com](http://www.ctdssmap.com)

- \*Provider Enrollment
- \*Client Eligibility
- \*Billing and Electronic Billing Instructions
- \*Online Claim Inquiry
- \*Prior Authorization Inquiry
- \*Claim and Claim Adjustment forms
- \*Provider Bulletins
- \*Provider Manual
- \*Provider Newsletter
- \*Provider Training Workshops
- \*Pharmacy Information
- \*Other information

### ValueOptions Utilization Management

The ValueOptions Call Center can assist with topics related to Utilization Management including authorization procedures, provider service referrals, intensive case management, peer support services, complaints, clinical/administrative appeal procedures

(877) 552-8247

For elevated or high level issues, CT BHP Provider Relations Representatives are available based on specialty and they are as follows:

**Scott Greco** – On site and Off site provider trainings, PR liaison to clinical services and DSS, CT BHP Website, Provider Newsletter, and Provider Manual Development, PR liaison to Regional Network Management: (860) 263-2010

**Kyra Lorde** – PR liaison to EDS and DSS enrollment, CT BHP provider file update (PDV) and maintenance, PR liaison to National VO network operations: (860) 263-2011

**Rob Urban** – Provider Relations outreach, routine provider inquiries related to authorization troubleshooting, provider training support, PR liaison to CT BHP Customer Service, IT/Reporting, and Quality Management: (860) 263-2012

#### Website Resources Available at [www.ctbhp.com](http://www.ctbhp.com)

- \*CT BHP Provider Handbook
- \*CT BHP Covered Services
- \*CT BHP Authorization Schedule
- \*CT BHP Provider Bulletins and Publications
- \*Web Registration
- \*CT BHP Level of Care Guidelines
- \*CT BHP Events and Trainings
- \*Resource Library (Achieve Solutions)