

PROVIDER ALERT

Alert #: PA 2011-12
Issued: June 2011
To: CT BHP Providers
Subject: Temporary Member Certification

Dear Provider,

As part of our ongoing efforts to improve service to providers, ValueOptions, the Connecticut Administrative Services Organization (ASO) for the CT Behavioral Health Partnership has been reviewing current authorization procedures. We have recognized the difficulty you have faced in attempting to obtain service authorization for pending eligible members, with the necessity of submitting the medical record and waiting for a response. In an effort to streamline this process, we have worked closely with the Departments of Social Services, Children and Families and Mental Health and Addiction Services to develop the following procedure:

When the provider verifies with the DSS automated eligibility system that the client is not currently eligible, the provider:

- Assists the member in submitting an application for benefits to the DSS;
- Secures authorization to disclose Personal Health Information to CT BHP; and
- Contacts CT BHP at 877.552.8247 to request authorization for 'Pending Eligible' member. This telephone contact is required for all levels of care, including those done via web registration.

ValueOptions Customer Service will:

- Search the eligibility file;
- Create a Temporary ID, if the member is not showing as eligible;
- Certify treatment, if the request meets medical necessity;
- Reconcile the temporary ID with the Medicaid ID, on a weekly basis;
- Create an authorization and authorization letter, once the member is granted benefits; and
- Submit the authorization to HP.

NOTE: Certification and/or authorization should not be considered a guarantee of payment. Payment may be made only to eligible providers who meet all program eligibility requirements at the time services are rendered and submit a clean claim within timely filing. The authorization letters have been updated to reflect these changes.

If you have any questions or concerns, please do not hesitate to contact the CT BHP Call Center at 1-877-552-8247.

Provider Relations
CT Behavioral Health Partnership

WORKFLOW FOR PENDING ELIGIBILITY

The following procedures are to be followed when providers request authorization for individuals who are not listed in the Eligibility File, but who are reported to have “pending eligibility” status.

