

Connecticut Behavioral Health Homes

**BHH DESIGNATED PROVIDER AGENCY
MANUAL**



Innovative, Integrated Care

Updated November 2017

Page Left Blank Intentionally

Table of Contents

I. Introduction	5
II. Key Contacts.....	6
III. Glossary of Terms	9
IV. Roles and Responsibilities.....	15
A. State Agencies.....	15
B. CT Partners for Integrated Care.....	16
C. BHH Designated Provider Agencies.....	17
V. BHH Overview.....	18
A. BHH Goals.....	18
B. BHH Services	19
C. BHH Staff.....	20
D. BHH Health Observances	21
VI. BHH Enrollees.....	22
A. BHH Eligibility Criteria	22
B. Enrollment Process.....	22
C. Community Outreach to Non-Auto Enrolled Individuals	23
D. BHH Clients Not Receiving Other Agency Services	23
E. Right to Refuse BHH Services	23
F. Withdrawals	24
G. Re-enrollment	24
H. Special Populations	24
I. Enrollee Satisfaction	24
J. Enrollee Handbook	24
VII. Data Collection	25
A. Service Reporting	25
B. Outcome Data.....	26
VIII. Credentialing	29
A. Annual Credentialing.....	30
B. Performance Measures.....	30
C. Monitoring.....	31
D. Corrective Action	31

Table of Contents

IX. Reports and BHH Designated Provider Agency Report Cards.....	32
A. Reports.....	32
B. Excel Reports and Dashboards	32
C. Report Cards	32
D. Spectrum	32
X. Training and Technical Assistance	33
A. Opportunities	33
B. Resources	34
XI. BHH Designated Provider Agency Satisfaction.....	35
XII. BHH Designated Provider Agency and Enrollee Complaints and Grievances.....	35
XIII. Other Important information	37
A. Acronyms.....	37
B. Research and Evaluation Protocols	39
XIV. Appendices	43
A. State Plan Amendment (SPA) Overview Documents	44
B. BHH Service Code Crosswalks.....	50
C. BHH Enrollment, Payor & Service Guidelines	53
D. BHH Insurance Start and End Dates.....	54
E. BHH Waiver Payor Instructions.....	55
F. Data Collection Requirements	58
G. BHH Provider Tasks	60
H. Credentialing Application	61
I. Tumbleweed Request Form (DMHAS and non-DMHAS Users).....	66
J. List of 2017 Health Observances	68
K. HIPAA Basics for Providers: Privacy, Security, and Breach Notification Rules.....	69
L. Eligibility and Enrollment Guidelines for BHH Children.....	75

I. Introduction

Connecticut's Behavioral Health Home (BHH) Initiative passed an important milestone in October of 2017. We celebrated the culmination of two years of hard work—BHH providers across the state implemented integrated care services under CT's Medicaid Health Homes State Plan Amendment for individuals with severe and persistent mental illness.

In our first two years of operation, many lessons have been learned, challenges met, and successes achieved. Some of this work was highlighted in a BHH “Retrospective and Path Forward” event held last year, along with the “I’m a Whole Person” electronic poster presentation at the 2017 National Council Conference in Seattle.

Some key accomplishments of the initiative include the enrollment of over 9,000 individuals, the billing of over 97,000 units of service through August 2017, and considerable increases in the number of health assessments completed for the BHH population. In addition, there have been many updates to practice guidelines, data collection methods, and implementation strategies along the way.

This manual, along with the CT Integrated Care website, are important tools for staying up-to-date on the progress of the initiative. We anticipate continuous, rapid, data-informed change as we improve what we do and how do it. We are excited about the possibilities for improved health and wellness of the individuals who are enrolled in BHH services in the year ahead!

On behalf of our respective departments, we thank the BHH providers for their hard work and dedication to this Initiative and for promoting better medical and behavioral health outcomes and enhancing individuals' experiences of person-centered healthcare.

Sincerely,

Miriam E. Delphin-Rittmon, Ph.D., Commissioner
Department of Mental Health and Addiction Services

Roderick L. Bremby, Commissioner
Department of Social Services

Joette Katz, Commissioner
Department of Children and Families

This manual is intended to be a guide for behavioral health home providers implementing integrated care under the Behavioral Health Home (BHH) Initiative. It contains an overview of the requirements, expectations, and resources available to BHH providers. BHH requirements and resources are subject to change on an ongoing basis due to changes in reporting requirements, continuous feedback loops, quality reviews, and lessons learned.

In addition to using this manual, we encourage BHH staff members to also review the [CT Integrated Care](http://www.ctintegratedcare.com) website to keep track of these updates and changes. To view the most up-to-date manual sections, visit <http://www.ctintegratedcare.com/providers/prv-handbook.html>.

Additional questions on BHH requirements and/or feedback on the manual can be directed to a BHH provider relations staff member at 1-844-551-2736.