Connecticut Behavioral Health Homes

ProviderConnect User Manual
Member Assessments
Behavioral Health Home Providers

Innovative, Integrated Care

Table of Contents

Introduction

Introduction   The ProviderConnect application provides a variety of self-service functions to help Behavioral Health Home (BHH) providers access and view information about members. For BHH providers, additional functionality is available including:
- Completing BHH member assessments

What is Covered in this Module?   This module covers general functions within ProviderConnect as well as requests for BHH providers, which includes the following key functions:
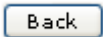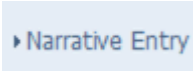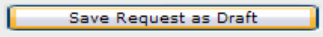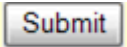- Accessing and completing the Member Assessment module.

Training Objectives   As a result of this training module, you will be able to:
- Log in to ProviderConnect
- Search for and view Member records.
- Complete the Member Assessment module.

Introduction, continued

<table>
<tr><td>Navigation Features</td><td>Throughout the ProviderConnect screens, navigation features are available to make it easier to move through the fields and screens. Below are a few basic features available.</td></tr>
</table>

Feature	What it Looks Like	Description
"Breadcrumbs"	▼TYPE OF SERVICES ▸DIAGNOSIS ▸	Tabs with titles of each request screen will display on all of the request screens to show progress through the process.
Asterisk	*Level of Service	Any field with an asterisk next to it indicates that the field is required and a data item must be entered or selected in order to complete the request. Conditionally required fields will not have asterisks.
Back Button	Back	A **Back** button is available on most ProviderConnect screens to help navigate to previous screens. The Back button on the ProviderConnect screens should only be used when navigating to the previous screen. Do not use the back button on your Internet browser.
Calendar Icon	🗓	For date fields, a pop-up calendar can be accessed by clicking the calendar icon. When the calendar opens, click the date desired and the date field will automatically update with the selected date.
Cancel Button	Cancel	A **Cancel** button is available within some screens to allow a user to exit from the function.
Checkboxes	☐ Chronic Pain ☐ Cardiovascular Problem	Any data items with checkboxes next to them indicate that more than one data item can be selected for that field. Click inside of the box to select the value.
Expand/Collapse	▸ Narrative Entry	Any title with an arrow (▶) to the left of the title indicates that it is a section that can be expanded to display fields or information. Click on the title to expand or collapse the section.
Hyperlinked Codes	301.3	Any underlined codes that are input options for a field will populate the field when clicked.
Hyperlinked Field Titles	Diagnosis Code 1	Any underlined field title will open screens, help text, a list of codes, etc. when clicked.
Radio buttons	○ Yes ○ No ○ Unknown	Any data items with radio buttons next to them indicate that only one data item can be selected for that field. Click inside of the circle to select the value.
Save Request as Draft	Save Request as Draft	A **Save Request as Draft** button is available on the Request for Services screens, which will save the record when clicked. As a saved record, it is only available within ProviderConnect and is not available to access in CareConnect.
Submit	Submit	A **Submit** button is available on some screens, which will submit the record when clicked.
Text Boxes	Member's Guardian John Smith	Any open text box indicates that free form text can be entered into the box.

Accessing ProviderConnect

Obtaining an ID and Password

In order to obtain a ProviderConnect login ID and password, complete the following steps.

1. Go to the CT BHP website at www.CTBHP.com.
2. Click on the 'For Providers' button.

3. Under the forms section, click on the 'Online Services Account Request Form' hyperlink.

4. Complete the form and fax it back to the Provider Relations department at (855)750-9862. Completed forms can also be scanned and emailed back to Provider Relations at ctbhp@beaconhealthoptions.com.
5. User ID's and passwords will be created within 48 hours. Once the ID and password are created, you will be sent an email with your ProviderConnect login details.
6. If you have any questions, feel free to contact the CT BHP Provider Relations department at 1-877-552-8247.
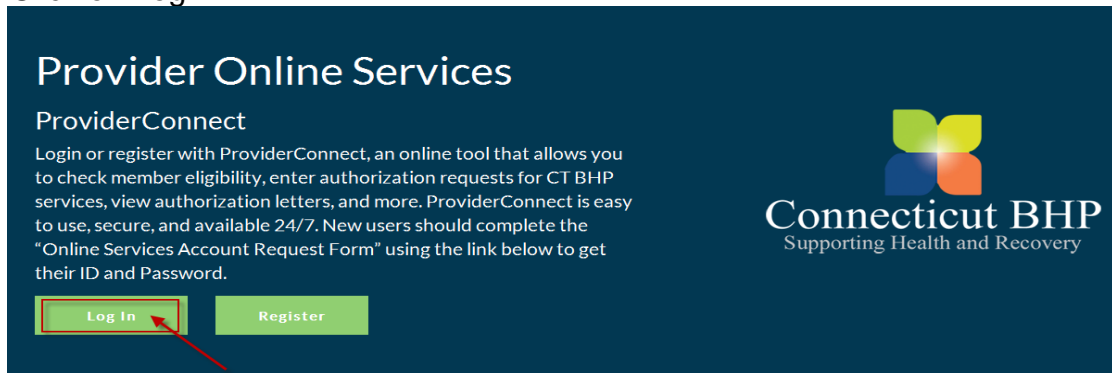
Accessing ProviderConnect, *continued*

<u>Logging In</u>

The ProviderConnect web application can be found on the CT BHP website:

1. Go to www.ctbhp.com.
2. Click on For Providers.
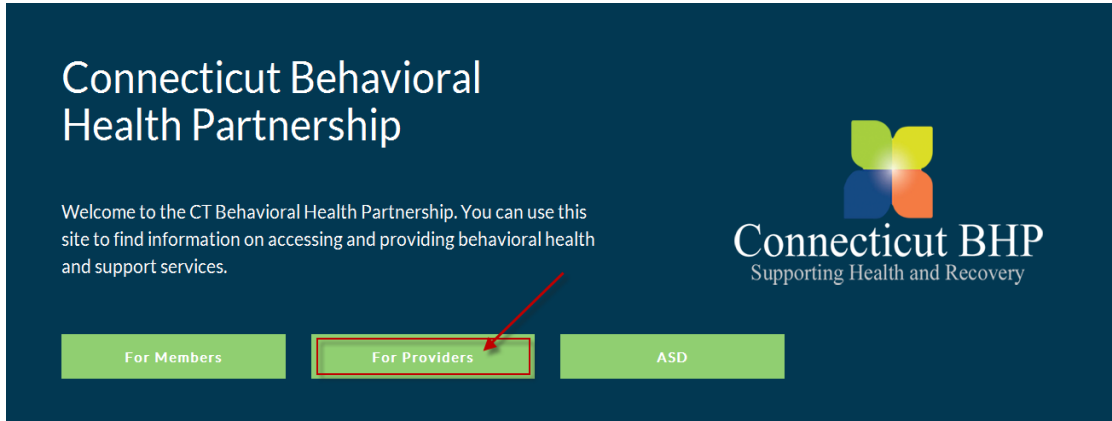
3. Click on Log In.

4. Enter User ID and Password.


5. Click Log In.

ProviderConnect Basics

Searching for and Viewing Member Records

One function that is used often for various ProviderConnect functions is searching and viewing member records.

Below are the key actions for completing this step. Any field with an asterisk indicates that the field is required.

1. Click **Specific Member Search** from the navigational bar or **Find a Specific Member** on the Home page.
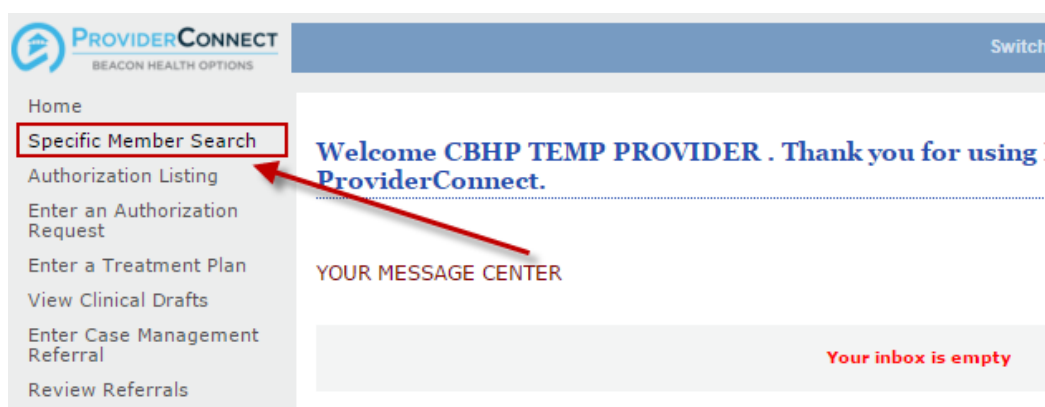
2. Enter values for the **Member ID** and **Date of Birth**
   a. Note: The **As of Date (MBR Eligibility Date)** will auto-populate with today's date. To search a previous eligibility date, users can enter a previous date.

ProviderConnect Basics, continued

Review Members record details
3. **Demographics** (Displays basic member information (i.e. address, phone, etc.)
4. **Enrollment History** (Displays active and expired enrollment records for member)
5. **COB** (Displays information on other insurance policies)
6. **Additional Information** (Displays claims mailing address for the member)

| Demographics | Enrollment History | COB | Additional Information |

Member eligibility does not guarantee payment. Eligibility is as of today's date and is provided by our clients.
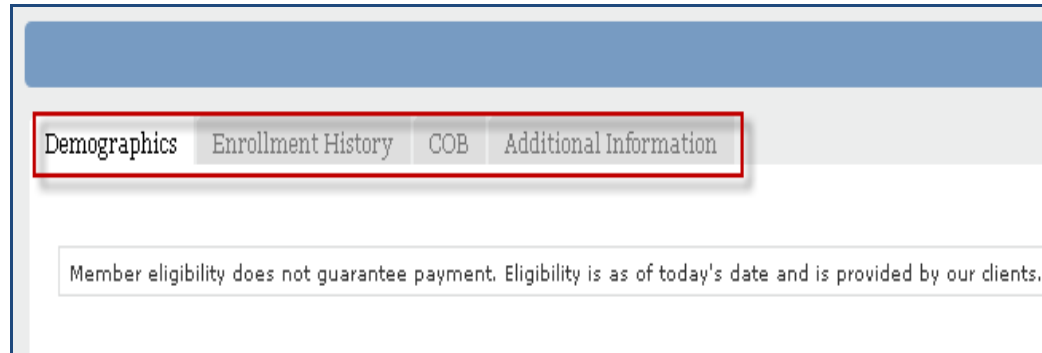
7. **View Member Auths** (Displays Member specific authorizations)
8. **Enter Auth/Notification Request** (Initiates the Request for Services process)
9. **View Clinical Drafts** (Display member specific Clinical Drafts)
10. **View Referrals** (For Residential/Group Home Providers Only)
11. **View Spectrum Record** (Links to Spectrum application and Spectrum Records for any member that has completed a Release of Information)
12. **Enter Member Assessment** (Allows access to Member Assessment module for completion.)
13. *NOTE: All other fields between Enter Member Reminders through View Behavioral Analysis Date functions (with the exception of Enter Member Assessment) are currently not utilized for BHH Providers – These functions should not be accessed and information should not be entered into any of these categories.*

Home Phone
Work Phone
Relationship   1
Gender   F - Female

Member Participates in Message Center Communication with Providers? **No**

If you wish to use the ProviderConnect Message Center to communicate with Members who participate in Message Center communication, plea Search for the Member you would like to contact.

| View Member Auths |
Enter Auth/Notification Request	View Clinical Drafts	View Referrals
Enter Member Reminders	View Treatment Plans	View Crisis Plans
View Spectrum Record	Case Management Referral
Enter Member Assessment	Enter Maladaptive Behavior Data	Enter Skills Data	View Behavioral Analysis Data

Completing a Member Assessment

The first key step is to initiate the Member Assessment function, which starts from the ProviderConnect Homepage. The function can also be initiated when the Member record is located first and then the **Enter Member Assessment** button is clicked.

Below are the key actions for completing this step. Any field with an asterisk indicates that the field is required.

1. Click the Enter Member Assessment hyperlink either on the left navigational or Home page of ProviderConnect.

2. Search for Member Record
   a. Enter Member's Medicaid ID and Date of Birth
   b. Click Next

3. Click the **Enter Member Assessment** button on the Member record to continue.

4. The **Select Service** screen will display

5. Locate and select the Service Address/Vendor.

6. Click the radio button next to the Service Address to select record. The record that is selected will be attached to the request and authorization that will be created.

7. Click the **Next** button to continue.

8. Choose **Behavioral Health Home Assessment** from the drop down menu.

9. Complete the (4) Sections of the Member Assessment: Body Mass Index, Blood Pressure, Tobacco Assessment & Depression Screening. Each section is independent so all sections do not need to be filled out at one time. Dates should not be entered if data wasn't collected on that date.

Body Mass Index

For age of 18 years and above:
(Enter Height and Weight for adults >= 18yrs.)

Date of Collection (MMDDYYYY)   Height   Weight   BMI Value
[   ] 📅   [   ] ft [   ] in   [   ] lbs

BMI Value - Age 18 years and above: Underweight< 18.5 Normal weight= 18.5-24.9 Overweight= 25-29.9 Obese= BMI of 30 or greater.

Blood Pressure

Date of Collection (MMDDYYYY)   Systolic (70-200)   Diastolic (30-130)
[   ] 📅   [   ] mmHg   [   ] mmHg

Tobacco Assessment

Date of Assessment (MMDDYYYY)   Assessment
[   ] 📅   [SELECT...   ▾]

Depression Screening

Date of Screening (MMDDYYYY)   Screening Outcome
[   ] 📅   [SELECT...   ▾]

[Back] [Submit] [Cancel]

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a. Body Mass Index **(for members less than 18 years old)**
    i. Enter Date of Collection utilizing the calendar icon or entering the date in a MMDDYYYY format
    ii. Enter BMI Percentile

Body Mass Index

For age less than 18 years:
Date of Collection   BMI Percentile
[   ] 📅   [   ]

b. Body Mass Index **(for members 18 and older)**
    i.   Enter Date of Collection utilizing the calendar icon or entering the date in a MMDDYYYY format
    ii. Enter Height
    iii. Enter weight

Body Mass Index

For age of 18 years and above:
(Enter Height and Weight for adults >= 18yrs.)

Date of Collection (MMDDYYYY)   Height   Weight   BMI Value
[   ] 📅   [   ] ft [   ] in   [   ] lbs

BMI Value - Age 18 years and above: Underweight< 18.5 Normal weight= 18.5-24.9 Overweight= 25-29.9 Obese= BMI of 30 or greater.

c. Blood Pressure
    i. Enter Date of Collection utilizing the calendar icon or entering the date in a MMDDYYYY format
    ii. Enter Systolic and Diastolic Values

Blood Pressure

Date of Collection (MMDDYYYY)   Systolic (70-200)   Diastolic (30-130)
                        mmHg   mmHg

d. Tobacco Assessment
    i. Enter Date of Collection utilizing the calendar icon or entering the date in a MMDDYYYY format
    ii. Select appropriate Assessment from Drop down menu

Tobacco Assessment

Date of Assessment (MMDDYYYY)   Assessment

SELECT...
NOT A SMOKER/TOBACCO USER
CESSATION INTERVENTION NOT OFFERED
CESSATION INTERVENTION OFFERED

Depression Screening

e. Depression Screening
    i. Enter Date of Collection utilizing the calendar icon or entering the date in a MMDDYYYY format
    ii. Select appropriate Screening Outcome or Exclusion from Drop down menu

Depression Screening

Date of Screening (MMDDYYYY)   Screening Outcome

SELECT...
POSITIVE SCREEN, FOLLOW-UP PLAN DOCUMENTED
NEGATIVE SCREEN, NO FOLLOW-UP
EXCLUDE: ACTIVE DIAGNOSIS OF DEPRESSION OR BIPOLAR
EXCLUDE: REFUSES TO PARTICIPATE
EXCLUDE: IN CRISIS, TX DELAY TO JEOPARDIZE HEALTH
EXCLUDE: FUNCTIONAL CAPACITY MAY IMPACT RESULTS

Back   Submit   Cancel

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10. Click Submit

Back   Submit   Cancel

11. Once the **Submit** button is clicked, the submission screen will display.

12. The status will indicate 'Submitted' at the top of the screen with a message indicating that the request requires further review.

13. Printing Requests

    a. Click the Print Submission Confirmation button to print a copy of the Results page.
    b. Click the Print Behavioral Health Home Assessment button to print a copy of all the fields completed for the request.
14. Download the request.
    a. Click the **Behavioral Health Home Assessment** button to save a copy of the request either in pdf format or xml.
    b. *NOTE: THIS WILL BE THE ONLY OPPORTUNITY FOR BHH PROVIDERS TO DOWNLOAD and save/print a copy of the Assessment.*

15. Click the Return to Provider Home to exit the Request for Authorization function.

16. Users may proceed with another menu function on the ProviderConnect homepage or log out of the system.