Connecticut Behavioral Health Homes

ProviderConnect User Manual Member Assessments Behavioral Health Home Providers

Innovative, Integrated Care

Table of Contents

Introduction	3
Accessing ProviderConnect	5
ProviderConnect Basics	7
Completing a Member Assessment	9

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

Navigation Features 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.

Feature	What it Looks Like	Description
"Breadcrumbs"	TYPE OF 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	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	<u>301.3</u>	Any underlined codes that are input options for a field will populate the field when clicked.
Hyperlinked Field Titles	<u>Diagnosis Code 1</u>	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 <u>www.CTBHP.com</u>.
- 2. Click on the 'For Providers' button.



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



- 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.
- 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

Logging In

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

- 1. Go to <u>www.ctbhp.com</u>.
- 2. Click on For Providers.

3	Connecticut Behavioral Health Partnership Welcome to the CT Behavioral Health Partnership. You can use this site to find information on accessing and providing behavioral health and support services.	Connecticut BHP Supporting Health and Recovery
	Provider Online Services ProviderConnect Login or register with ProviderConnect, an online tool that allows you to check member eligibility, enter authorization requests for CT BHP services, view authorization letters, and more. ProviderConnect is easy to use, secure, and available 24/7. New users should complete the "Online Services Account Request Form" using the link below to get their ID and Password. Image: Image: Image to the service of the service	Connecticut BHP Supporting Health and Recovery

4. Enter User ID and Password.

BEACON HEALTH OPTIONS	
Please Log In	
Required fields are denoted by an asterisk (st) adjacent to the label.	
Please log in by entering your User ID and password below.	
*User ID If you do not remember your User ID, please contact our e-Support Help Line	2.
* Password Forgot Your Password?	
Log In	

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
 - 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.

Eligibility & Ben	efits Search
Required fields are de	noted by an asterisk (st) adjacent to the label.
Verify a patient's elig	ibility and benefits information by entering search criteria b
∗Member ID Last Name First Name	(No spaces or dashes)
*Date of Birth As of Date	(<i>ммрр</i> үүүү) 08162010 (<i>ммрр</i> үүүү)
	Search

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)

Demos and the	To well as an t T is to use	COD	• d distant 1 m. f	
pennographing	Enronment History	COB	Auditional Information	

- 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
I
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

Key Step 1: Initiate the Member Assessment Module

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.

	Review Referrals Enter Bed Tracking Information	WHAT DO YOU WANT TO DO TODAY?
	Search Beds/Openings	Link/Unlink Accounts NEW
	Weekly Behavior Analysis Measures	Eligibility and Benefits Eind a Specific Member
Г	Enter Member Assessment	 Find a Specific Member
	Enter Member Reminders Reports	Enter or Review Authorization Requests Enter an Authorization/Notification Request
	Print Spectrum Release of Information Form	Enter all Satisfization request Enter a Treatment Plan
	My Online Profile	 <u>Review an Authorization</u>
	Provider Credentialing Application	<u>View Clinical Drafts</u> <u>Weekly Behavior Analysis Measures</u>
		Enter Member Assessment
		Enter Member Reminders

2. Search for Member Record

- a. Enter Member's Medicaid ID and Date of Birth
- b. Click Next

Eligibility & Bene	fits Search
Required fields are deno	ted by an asterisk (st) adjacent to the label.
Verify a patient's eligibi	ity and benefits information by entering search criteria below.
∗Member ID	005555555 (No spaces or dashes)
Last Name	
First Name	
★ Date of Birth	01011955 (MMDDYYYY)
As of Date	05022011 (MMDDYYYY)
	Search

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

Member eligibility Member ID Alternate ID Member Name Date of Birth Address Alternate Address Marital Status Home Phone	does not guarantee p	ayment.	Eligibility is as of today's date and is provided by our clients.
Member eligibility Member ? Member ID Alternate ID Member Name Date of Birth Address Alternate Address Marital Status Home Phone	does not guarantee p	ayment.	Eligibility is as of today's date and is provided by our clients.
Member ? Member ID Alternate ID Member Name Date of Birth Address Alternate Address Marital Status Home Phone			
Member ? Member ID Alternate ID Member Name Date of Birth Address Alternate Address Marital Status Home Phone			
Member ID Alternate ID Member Name Date of Birth Address Alternate Address Marital Status Home Phone			
Alternate ID Member Name Date of Birth Address Alternate Address Marital Status Home Phone			TEMP001155035
Member Name Date of Birth Address Alternate Address Marital Status Home Phone Work Phone			
Date of Birth Address Alternate Address Marital Status Home Phone Work Rhone			EVALUATION, IVANA
Address Alternate Address Marital Status Home Phone Work Phone			11/11/2011
Alternate Address Marital Status Home Phone Work Phone			500 ENTERPRISE DR ROCKY HILL, CT 06067
Marital Status Home Phone Work Phone	;		
Home Phone			-
Work Phone			
from thome			
Relationship			1
Gender			F - Female
Member Participate	as in Message Center	Commun	nication with Providers? No
If you wish to use Member you wou	e the ProviderConn Ild like to contact.	ect Mess	sage Center to communicate with Members who participate in Messag
View Spectrum			
Enter Member As	n Record	_	

- 4. The Select Service screen will display
- 5. Locate and select the Service Address/Vendor.

Г

- 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.

BEACON HEALTH OPTIONS		
▶ Provider		
Tax ID	Provider ID CBHP002120	Provider Last Name TEMP PROVIDER
Member Name		
Member ID TEMP001155035	Last Name EVALUATION	First Name IVANA
Select Assessment		
Select Assessment : BEHAVIOR	AL HEALTH HOME ASSESSMENT	
Select Assessment : BEHAVIOR	AL HEALTH HOME ASSESSMENT	

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 >= 18y	rs.)		
Date of Collection (MMDDYYYY)	Height in	Weight Ibs	BMI Value
BMI Value - Age 18 years and above: Underwei	ght< 18.5 Normal weight= 18.5-24.9 Overweig	nt= 25-29.9 Obese= BMI of 30 or greater.	
Blood Pressure			
Date of Collection (MMDDYYYY)	Systolic (70-200)	Diastolic (30-130)	
Tobacco Assessment			
Date of Assessment (MMDDYYYY)	Assessment	~	
Depression Screening			
Date of Screening (MMDDYYYY)	Screening Outcome		
	SELECT	~	
Back Submit Cancel			
2017 Beacon Health Options® ProviderConnect v	5.09.00		

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 ft in	Weight	BMI Value
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) mmHg	Diastolic (30-130)	

- 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
Depression Screening	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

te of Screening (MMDDYYYY)	Screening Outcome
	SELECT
	POSITIVE SCREEN, FOLLOW-UP PLAN DOCUMENTED
	NEGATIVE SCREEN, NO FOLLOW-UP
ack Submit Cancel	EXCLUDE: ACTIVE DIAGNOSIS OF DEPRESSION OR BIPOLAR
ack outfine cancer	EXCLUDE: REFUSES TO PARTICIPATE
	EXCLUDE: IN CRISIS, TX DELAY TO JEOPARDIZE HEALTH
	EXCLUDE: FUNCTIONAL CAPACITY MAY IMPACT RESULTS

10. Click Submit

	_		
Back		Submit	Cancel

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

BEACON HEALTH OPTIONS	***	*******	SUBMITTED	****	ProviderConnect Home
Determination Status.			505111125		
Member Name	Member ID			Member DOB	
EVALUATION, IVANA	TEMP001155035			11/11/2011	
Assessment#	Type of Request				
174 - BHH	BEHAVIORAL HEALTH HO	ME ASSESSMENT			
Submission Date					
09/18/2017 10:42 AM					
Provider Name & Address	Provider ID			Vendor ID	Provider Alternate ID
TEMP PROVIDER 500 ENTERPRISE DRIVE ROCKY HILL, CT 06067	СВНР002120			VCB003159	TEMPFAC
Printing & Downloading Options: For the best print results, please print in Landscape format)				
Print Submission Confirmation Print the Results page (this page)	Print Behavioral Health Hom Print the entire submitted A	e Assessment Dov	vnload Behavioral Download the entir	Health Home Assessment e submitted Assessment	Return to Provider Home Return to the ProviderConnect homepage

- 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.