TO: All Providers, Managed Care Organizations

RE: Medical Administrative Services Organization for the entire Medical Assistance Program, to replace Managed Care Organizations

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The purpose of this provider bulletin is to announce the new HUSKY Health program, an innovative model of care management for all of the Department's medical assistance recipients.   Under this new model, the Department will contract with a single entity to provide a broad range of member and provider services and supports. As the Department's medical administrative services organization (ASO), this entity will be responsible for helping to improve clients' care experiences, quality of service and cost-effectiveness. The ASO will provide a broad range of services, such as member services (including referral assistance and appointment scheduling); health education; and intensive care management for those clients with exceptional health challenges. It will also be responsible for doing utilization management (i.e., prior authorization), quality management, health data analytics and reporting.

Changes to HUSKY A, HUSKY B and the Charter Oak Health Plan

Beginning January 1, 2012, the ASO will authorize and manage the medical health services for all HUSKY A, HUSKY B, and Charter Oak Health Plan clients.   The managed care organizations (MCOs) - Aetna Better Health, AmeriChoice by United Healthcare and Community Health Network of CT - and their subcontractors will no longer pay claims for dates of service after December 31, 2011. All medical health services will be rendered by providers enrolled in the Department's Connecticut Medical Assistance Program (CMAP) network.   Hewlett-Packard Enterprise Services (HP), the Department's Medicaid

Management Information System fiscal agent contractor, will process the claims.

Changes to the Medicaid Fee-for-Service (FFS) Program

Starting January 1, 2012, the HUSKY Health ASO will authorize and manage the medical health services for the Medicaid Aged, Blind and Disabled (ABD) and Low Income Adult (LIA) populations.   The portion of the program that serves Medicaid ABD participants will be referred to as HUSKY C; the portion that serves Medicaid LIA participants will be referred to as HUSKY D. HUSKY C and D clients will have access to all of the same member services and supports that the ASO will be providing to HUSKY A and HUSKY B clients.

The ASO will also manage inpatient hospital services and other medical health services such as independent therapies, certain surgical procedures, medical equipment devices/supplies and home health agency services, which are currently managed for these populations by Qualidigm and the Department, respectively. HP will continue to process these claims.

Provider Enrollment

Current HUSKY and Charter Oak providers who wish to continue receiving reimbursement for services under the new HUSKY Health program must be enrolled with DSS as a CMAP provider.   Those providers who are currently paid directly by HP for services to Connecticut Medicaid clients are enrolled with DSS and do not need to take any action at this time.   The

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In-state toll free 800-842-8440 or Out-of-state or in the local Farmington, CT area 860-269-2028
Or write to HP, PO Box 2991, Hartford CT 06104 / Program information at www.ctdssmap.com

Department urges those providers who are not currently enrolled as CMAP providers to submit an application as soon as possible so that enrollment processing and payment will not be delayed.

The enrollment application is available online at www.ctdssmap.com (go to the provider box on the left side of the screen and click on provider enrollment). Please follow all applicable directions and note you must send additional documentation to HP. If you have questions about enrollment, you may call the Provider Assistance Center at HP, between 8 am and 5 pm, Monday through Friday. The numbers are as follows: For In-state callers only, 1-800-842-8440; for Out-of -State callers, 1-860-269-2028. The Fax is 860-269-2033.

Non-Emergency Medical Transportation

Non-emergency medical transportation (NEMT) services for HUSKY A members are currently coordinated by transportation brokers that contract with the MCOs. NEMT services for ABD and LIA recipients are coordinated by transportation brokers through their contracts with the Department.

With the launch of the new HUSKY Health initiative on January 1, 2012, the Department will be streamlining the administration of NEMT services. NEMT services for recipients in HUSKY A, C, and D will be coordinated by a single broker under a contract with the Department (NEMT is not a covered service for HUSKY B and Charter Oak). This new arrangement will generate efficiencies and enable the Department to provide a higher standard of NEMT services with greater quality control. More information will be provided as this initiative progresses.

Behavioral Health, Dental and Pharmacy Benefits

There are no changes to the behavioral health or dental delivery systems. The Connecticut Behavioral Health Partnership (CT BHP) will continue to manage behavioral health services and the Connecticut Dental Health Partnership (CT DHP) will continue to manage dental services for all medical assistance recipients. Similarly, the Department will continue to administer the pharmacy benefit for all programs.

Waiver Program Participants

The HUSKY Health program will also include all participants in the Department's various home and community based waiver programs, including those waivers operated by the Department of Developmental Services and the Department of Mental Health and Addiction Services. The administration of the waiver services will not change, except that home health agency services may be subject to authorization by the new ASO.

More to come

In the coming months, the Department will provide additional and more detailed information concerning the transition to and implementation of the new HUSKY Health program and the introduction of a new Person-Centered Medical Home program. Please share this communication widely with your staff and stay tuned for updates.

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