



# CHNCT Provider Collaborative Program



Community Health Network of Connecticut, Inc.® (CHNCT), on behalf of the Department of Social Services (DSS) and the HUSKY Health program, offers a comprehensive program to support Connecticut Medical Assistance Program (CMAP) enrolled providers and their practices. The Provider Collaborative assigns CHNCT subject matter experts to work with providers and their staff to support the practice’s operational, administrative, and clinical functions as they relate to HUSKY Health.

Practices may work with any or all CHNCT departments participating in the Provider Collaborative to receive education and training for services available to providers, their staff, and to HUSKY Health members.

## **CHNCT Participating Departments:**

- **Provider Engagement Services**
- **Population Health Management**
- **Prior Authorization**
- **Intensive Care Management (including Transitional Care)**
- **Member Engagement Services & Escalation Unit**
- **Quality Management**
- **DSS Person-Centered Medical Home (PCMH) Program**

## **To take advantage of the services the Provider Collaborative offers:**

Call or email the designated contact in the desired functional area(s) detailed below to schedule an onsite visit or virtual call. For general questions and provider support, please call Provider Engagement Services at **1.800.440.5071**, or contact your regional Provider Engagement representative.

Providers interested in becoming CMAP enrolled and leveraging all of the resources provided by CHNCT, please call **1.800.440.5071**.

## **Provider Engagement Services**

CHNCT’s Provider Engagement Services Department is comprised of provider support staff, including regional representatives who are available to work with each provider practice, both virtually and in person. Our goals are to establish an open dialogue with providers and their staff to promote positive relationships through communication and education, and to reduce their administrative burden when possible.

**Contact Information:  
1.800.440.5071**

Each regional representative is available to provide exceptional virtual and onsite technical assistance and responsiveness to any concerns identified by provider practices. Providers may request assistance to address any issues with the HUSKY Health program, and our regional representatives will collaborate (as needed) with all program partners, including CHNCT, DSS, and Gainwell Technologies, to bring resolution to the issues as quickly as possible.

**We are prepared to discuss any questions providers have, including:**

- Changes made to State and Federal Medicaid programs
- DSS bulletins on medical and administrative policies and procedures affecting practices
- Gainwell Technologies' provider enrollment, attestation, profile updates, and claims resolution
- Reducing missed appointments
- Telehealth services

## **Member Engagement Services & Escalation Unit**

Member Engagement Services is considered the first line of contact for members and providers regarding any questions about the HUSKY Health program. Member Engagement Services is available Monday through Friday from 8:00 a.m. to 6:00 p.m. Providers should call **1.800.440.5071**, and members should call **1.800.859.9889**, which is listed on the back of their identification cards.

**Contact Information:**  
**For Providers: 1.800.440.5071**  
**For Members: 1.800.859.9889**

Member Engagement Services provides assistance with all of the following and more:

- Educating callers on HUSKY Health benefits;
- Assisting with questions on member eligibility;
- Helping members access CMAP enrolled providers, and offering appointment and transportation assistance;
- Referring callers to the Connecticut Dental Health Partnership, Connecticut Behavioral Health Partnership, non-emergency medical transportation, pharmacies, and other program services; and
- Offering community resources for food assistance, utility assistance, shelter, and other non-medical needs.

The Member Engagement Services Escalation Unit has special expertise with helping HUSKY Health members with the more difficult access to care issues. This includes access to providers in specialty areas such as orthopedics and pain management. The Escalation Unit works directly with providers, members, and their families to support their needs, and assists with scheduling appointments, coordinating transportation to medical appointments, and identifying needed community resources.

Providers are encouraged to contact the Escalation Unit directly when members need additional help addressing access to care issues. To initiate services with the Escalation Unit, please do one of the following:

- Download the "Escalation Referral Form" at <https://portal.ct.gov/husky>. Click "**Information for Providers**," then "Provider Forms" under the "**Reports & Resources**" menu item. Once there, click on "**Escalation Referral Form**," complete and fax to **203.265.3197**, or email to [reachforescalation@chnct.org](mailto:reachforescalation@chnct.org)
- Call us at **1.800.440.5071** and ask for the Escalation Unit

## Intensive Care Management

The Intensive Care Management (ICM) program provides comprehensive care coordination services in collaboration with members, their providers, and multidisciplinary teams. The program supports HUSKY Health members with achieving their health goals through coaching and encouraging active participation with the provider-prescribed treatment plan. Intensive Care Managers incorporate evidence-based practice guidelines to formulate person-centered care plans.

**Contact Information:  
For ICM Referrals:  
Phone: 1.800.440.5071 x2024**

Intensive Care Managers work directly with members with chronic and multi-morbid conditions, and collaborate with their providers. ICM also provides care coordination services for prenatal and postpartum care, as well as for babies who spent time in the Neonatal Intensive Care Unit after birth. The goals of care management include the achievement of optimal health, access to care and appropriate utilization of resources, while supporting the member's right to self-determination. The prime objective of CHNCT's ICM program is to improve coordination of care, as evidenced by a decrease in inpatient admissions and inappropriate use of the emergency department. This is achieved by enhancing the member's ability to access and participate in evidence-based preventive and chronic condition care, and to actively participate in the prescribed plan of care. ICM empowers members to make fully-informed decisions about their care options by offering needed information, education, support, and coaching. ICM staff empowers families to improve their healthcare and stabilize their living situations in the community by referring them to community organizations, medical home providers, and other resources.

Providers may refer members to ICM by calling **1.800.440.5071 x2024**, or by faxing in a completed ICM Referral Form.

To download the form, visit <https://portal.ct.gov/husky>, click "**Information for Providers**," then "**Provider Forms**" under the "**Reports & Resources**" menu item. Once there, click on "**ICM Referral Form**"

## Transitional Care

The Transitional Care team within ICM collaborates with members, caregivers, providers, hospital care teams, and community agencies to ensure provider follow-up and services are in place for members:

- After hospital discharge
- With frequent Emergency Department (ED) utilization
- With certain risk factors, including chronic conditions, who have gaps in care

The goal of this team is to reduce hospital readmissions with a focus on members with certain risk factors, including chronic and multi-morbid conditions, who have increased readmission rates and risks. The team's readmission risk mitigation interventions include:

- Facilitating timely post-discharge follow-up with the provider, either in-person or via telehealth. CHNCT promotes post-hospital follow-up care by working to ensure that members see their PCP within seven days of discharge. The team works with provider offices to schedule follow-up appointments and helps to arrange non-emergency medical transportation when needed
- Utilizing standardized, validated screening tools, such as the Asthma Control Test™ (ACT™) to educate members about early warning signs of symptom exacerbation, and promote early treatment

**Contact Information:  
1.800.859.9889 x2011**

- Conducting medication reconciliation by care manager and/or pharmacist to assess the member’s ability to correctly and consistently take their prescribed medications, by reviewing claims data, hospital discharge information (if applicable), and member self-reported information

For more information on Transitional Care, please click [here](https://portal.ct.gov/husky), or visit <https://portal.ct.gov/husky>, click “**Information for Providers**,” then “**Transitional Care**” under the “**Condition Management Resources**” menu item.

Asthma Control Test is a trademark of QualityMetric Incorporated. The Childhood Asthma Control Test was developed by GSK.

## Population Health Management

**Contact Information:  
1.800.440.5071**

The Population Health Management Department is responsible for data reporting, data analysis, clinical evaluation of health outcomes, and the supporting analysis for implementation of provider interventions focused on improving the health of the members we serve. The Population Health team conducts and analyzes various reporting measures, which include both the HEDIS® and CMS core set of Adult and Child Health Care Quality Measures. The team is also responsible for large project reporting and analysis that is requested by DSS. These projects range from designing new reimbursement methodologies (bundled payments), to risk score based analysis to assign populations to a specific risk population stratification, and anything else as requested by DSS.

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA)

## Quality Management

**Contact Information:  
203.949.6176**

The Quality Management (QM) Department manages the implementation and evaluation of CHNCT’s comprehensive QM program. The program addresses service quality and clinical quality, member and provider interventions, and performance improvement strategies as they pertain to the specific healthcare needs of the adult and child Medicaid and Children’s Health Insurance Program (CHIP) populations enrolled in the HUSKY Health program. The QM program is annually developed in collaboration with DSS to ensure that all HUSKY Health members receive medically necessary and cost-effective treatment to maximize their health outcomes. Opportunities to address health equity and social determinants of health (SDOH), which are fundamental to improving health outcomes program-wide, are embedded into all aspects of the annual QM Work Plan. All quality activities are conducted in accordance with Utilization Review Accreditation Commission (URAC®) standards. In addition to the QM program activities and the accreditation responsibilities, the QM team is responsible for the following:

- Evaluating clinical health outcomes and trends related to the various Medicaid quality metrics to determine member and/or provider interventions that can enhance the HUSKY Health program experience
- Identifying opportunities and addressing barriers related to SDOH to close gaps in care and promote health equity among members
- Conducting root cause analyses, creating plans for improvement, implementing interventions, assessing performance improvement, and providing clinical observations based on the outcome of interventions
- Monitoring and evaluating active Quality Improvement Projects (QIPs) through outcome reporting, and incorporating effective interventions into existing workflows
- Working with provider practices on quality improvement opportunities to improve member health

outcomes, and supporting the program requirements outlined in the NCQA Patient-Centered Medical Home (PCMH) recognition and The Joint Commission PCMH certification

- Providing guidance to practices engaged in the DSS Person-Centered Medical Home (PCMH) program in obtaining and/or maintaining recognition/certification
- Supporting PCMH+ practices with reporting and member resources while collaborating with DSS on program details
- Investigating and conducting quality of care reviews and adverse event reporting to DSS and the Department of Public Health (DPH) as necessary to support and address patient safety efforts among HUSKY Health members
- Collaborating with other internal departments to meet program goals and objectives outlined within the QM program to analyze and report on health measures and Medicaid quality metrics

## **DSS Person-Centered Medical Home (PCMH) Program**

The DSS Person-Centered Medical Home program is designed to improve patient quality of care. Support for the providers to accomplish this goal comes from financial incentives, technical assistance and instruction to achieve PCMH recognition and education, with hands-on guidance to implement and support quality improvement within primary care practices. Medical homes can improve the quality of care, especially for patients with multiple chronic conditions due to National Committee for Quality Assurance (NCQA) requirements of care coordination activities and quality improvement efforts. The program encompasses the following framework:

**Contact Information:**  
**203.949.4194**  
**[pathwaytopcmh@chnct.org](mailto:pathwaytopcmh@chnct.org)**

- Providing members with the information, education, and support needed to make fully informed decisions about their care options, and to actively participate in their self-care and planning
- Supporting the member, and any representative(s) they have chosen, in working together with their non-medical, medical, and behavioral health providers, and care manager(s) to obtain necessary supports and services
- Reflecting care coordination under the direction of, and in partnership with, the member and their representative(s); that is consistent with their personal preferences, choices and strengths, and that is implemented in the most integrated setting
- Guiding practices in the use of reports and gap analysis tools to implement processes and procedures that improve the care of patients and make practices more efficient

The Community Practice Transformation (CPT) program staff are a vital component of the QM team, and are responsible for assisting primary care practices with their applications to the DSS Person-Centered Medical Home (PCMH) and/or DSS Glide Path programs to become PCMH recognized practices. The CPT staff are trained specifically on Nationally Accredited PCMH Standards, and maintain NCQA PCMH Content Expert Certification. In addition, they are skilled in quality improvement and practice transformation activities to support primary care providers in improving patient health outcomes at the practice level.

This team provides education and support to practices regarding NCQA PCMH recognition and the DSS PCMH and Glide Path programs. They also provide training and assistance to primary care practices on analytical tools and reports available for Medicaid population health management. Providers use reports to identify their members with gaps in care who may benefit from care coordination. Outreach to members helps to improve health outcomes. In addition, CPT staff support practices with the quality improvement process and development of interventions.

CPT staff contact primary care practices that qualify for the DSS PCMH program to introduce the PCMH model of primary care; including specific information on NCQA PCMH recognition and the DSS PCMH program. For more information on becoming a PCMH, please [click here](#), or visit <https://portal.ct.gov/husky>, click "**Information for Providers**," then "**Person-Centered Medical Home**."

## Prior Authorization

The HUSKY Health Prior Authorization department works to ensure that:

- Members receive services in a timely manner
- Services are medically necessary to address the member's person-centered needs

The person-centered medical necessity review includes consideration of a member's specific circumstances and special healthcare needs, adherence with the DSS definition of Medical Necessity, application of evidence-based clinical standards of care, or medical policy approved by DSS.

The prior authorization medical necessity review considers the following to determine if the requested service or good is appropriate:

- Medical necessity of treatment based on the DSS definition of Medical Necessity, evidence-based criteria, and medical policy
- Setting for treatment
- Types and intensity of services or goods requested
- Time frame and duration of treatment

In order to process requests for prior authorization, the member must be enrolled in the HUSKY Health program, and the ordering and billing provider must be CMAP enrolled. To request medical prior authorization, please visit <https://portal.ct.gov/husky>, click "**Information for Providers**," then "**Prior Authorization**," and follow the instructions on the page.

**Contact Information:**  
**Medical Prior Authorizations:**  
**1.800.440.5071 and follow the prompt for Medical Prior Authorizations**

**Radiology Prior Authorizations:**  
**1.800.440.5071 and follow the prompt for Radiology Prior Authorizations**