

HUSKY Health 101: Provider Orientation

September 27, 2023



Purpose

- Provide an overview of the HUSKY Health program and the role of Community Health Network of Connecticut, Inc.[®] (CHNCT) as the State of Connecticut's medical Administrative Services Organization (ASO)
- Increase knowledge of the HUSKY Health program



Learning Objectives

- Identify the various HUSKY Health program plans
- Access services the HUSKY Health program offers
- Request a Provider Collaborative for your practice
- Enroll as a participating provider
- Contact CHNCT and other ASOs



Who is CHNCT?

Since 1995, CHNCT's mission has been to improve the health of underserved and vulnerable populations by providing equitable and culturally appropriate access to high quality and comprehensive healthcare to all eligible HUSKY Health members in Connecticut.

As a partner of the Connecticut Department of Social Services (DSS), the medical ASO is responsible for:

- Authorizing and managing medical health services.
- Providing support services for HUSKY Health members and servicing providers.

The primary objectives of this program are to:

- Improve the quality of care and health outcomes for each member.



HUSKY Health Program Plans

HUSKY A

- Children under the age of 19 and qualified adults, including pregnant individuals

HUSKY B

- Children under the age of 19 whose families are over income for HUSKY A

HUSKY C

- Single, eligible adults in the Aged, Blind, and Disabled category
 - This includes people who have both Medicare and Medicaid

HUSKY D

- Medicaid low-income adults ages 19 to 64

HUSKY Limited Benefits

- Coverage for individuals who do not qualify for full Medicaid coverage and meet certain requirements, including: individuals who have been diagnosed with tuberculosis; individuals who are of childbearing age; and inmates requiring inpatient services





HUSKY Health Program Services

The HUSKY Health program provides members and providers a broad range of support and services such as:

- Member Engagement Services (MES) call center
- Provider Engagement Services (PES) call center
- Utilization Management/Medical Prior Authorizations
- Care Management for members with health issues
- Health education
- Referral assistance and appointment scheduling
- Health data analytics/reporting
- Person-Centered Medical Home (PCMH) and PCMH+ primary care provider (PCP) practice support and education
- Community Health Worker Ambassador Program
- Tools and resources via the HUSKY Health website
- CareAnalyzer[®] and secure provider portal reports



Provider Engagement Services

PES supports, maintains, and expands the provider network with a fully dedicated department including five regional external PES Representatives and four regional internal PES Representatives:

- Regional external PES Representatives are in the field and available for in-person consultations/visits.
- Regional internal PES Representatives are in-office support.

Our goal is to establish an open dialogue with providers and their staff to promote positive relationships through communication, education, and reduction of practice administrative burden when possible. PES achieves their goal by:

- Recruiting and maintaining a comprehensive network of PCP and specialty providers.
- Conducting over 5,000 provider interactions both in-person and electronically.
- Addressing and resolving any provider inquiries and concerns in collaboration with DSS and its subcontractors.

Provider Engagement Services cont.

PES achieves their goal by:

- Educating providers on DSS bulletins, important information, and new regulations.
- Attending provider and medical association conferences.
- Maintaining provider information for the online HUSKY Health provider directory.
- Providing re-enrollment reminders when re-enrollment is due or has lapsed.
- Using the [CultureVision™ database](#) to inform practices of health equity initiatives, interventions, and address cultural competency and health disparities.
- Encouraging qualified PCPs and certain subspecialties to complete the Connecticut Self-Attestation survey:
 - HUSKY Health Primary Care Increased Payment Policy – As mandated by the Affordable Care Act (ACA), certain PCPs and boarded internal medicine and pediatric subspecialties that are Connecticut Medical Assistance Program (CMAP) enrolled are eligible to receive increased Medicaid payments for primary care services provided to HUSKY Health members.
 - To access information about the policy and survey: [HUSKY Health Primary Care Payments](#).

Contact Provider Engagement Services

To contact your regional external PES Representative:

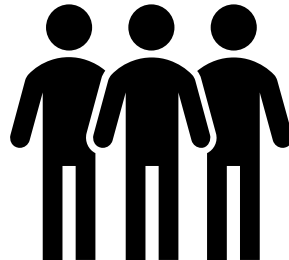
Region 1 (Fairfield County) – 203.949.4064

Region 2 (New Haven County) – 203.949.4163

Region 3 (Middlesex - New London – Windham Counties) – 203.949.6140

Region 4 (Hartford – Tolland Counties) – 203.949.4106

Region 5 (Litchfield County – Greater Waterbury) – 203.949.4141



Member Engagement Services

MES can help members with:

- ❑ Questions about HUSKY Health benefits and services.
- ❑ Finding a PCP or another medical provider (e.g., cardiologist, endocrinologist, etc.).
- ❑ Making an appointment.
- ❑ Finding community resources to help with food, housing, utilities, and other social determinants of health (SDOH).
- ❑ Questions about eligibility status.
- ❑ Getting a replacement HUSKY Health member ID card.
- ❑ Concerns about quality of care or treatment — can file a grievance on a member's behalf.
- ❑ Information about specialized programs and services, such as Care Management and our team of Community Health Workers.

For issues that require escalated attention — such as a difficult access to care issue — our Escalation Unit can assist:

- ❑ This includes access to providers in specialty areas, such as orthopedics and pain management.
- ❑ Providers can also use our [Escalation Referral Form](#) to submit referrals to our Escalation Unit. The form is accessible on the [Provider Forms](#) page of the HUSKY Health Provider website.

Contact MES & PES



For Members:

For questions on HUSKY Health program medical benefits and services



Secure email

[Send us a secure member email](#)



Phone

[1.800.859.9889*](tel:18008599889)
Monday through Friday
8:00 a.m. – 6:00 p.m.



Mail

HUSKY Health Program
P.O. Box 5005
Wallingford, CT 06492



Fax

203.265.3197

[Send us a secure member email](#)

For Providers:

Provider Engagement Services



Phone

[1.800.440.5071](tel:18004405071)
Monday through Friday
8:00 a.m. – 6:00 p.m.



Secure email

[Send us a secure provider email](#)



Fax

Our main number is
203.265.3590



Mail

HUSKY Health Program
P.O. Box 5005
Wallingford, CT 06492

[Send us a secure provider email](#)

Prior Authorization – Medical

CHNCT handles all reviews for covered medical services that require prior authorization which includes requests for:

- Elective and emergency inpatient admissions
- Durable medical equipment (DME)
- Medical/surgical supplies
- Rehabilitative therapy services
- Home health visits
- Elective procedures

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.

Prior authorization is NOT required for dual eligible members (Medicare/Medicaid coverage) unless the good or service is not covered by the member's Medicare plan.

[Prior Authorization Requirements](#)

To request medical prior authorization, [click here](#) and follow the instructions on the page.



Prior Authorization – Radiology

CHNCT has contracted with eviCore healthcare to perform medical necessity reviews for high-tech radiology procedures (MRI, MRA, CT, CTA, PET, PET/CT).

Prior authorization is required for HUSKY Health A, B, C, D and limited eligibility members who are 19 years of age and over at the time of service and those dual eligible members without Medicare Part B coverage.

eviCore will perform medical necessity reviews for new and retrospective requests and process modifications to existing authorizations.

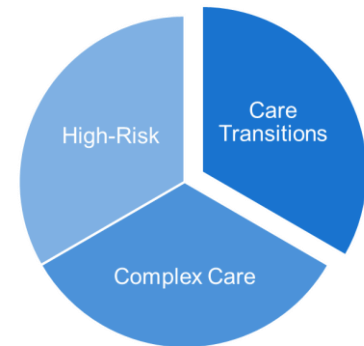
To request radiology prior authorization, [click here](#) and follow the instructions on the page.

Care Management

The Care Management program, which includes Intensive Care Management (ICM) and Transitional Care Management, focuses on addressing the needs of highly complex and high-risk member populations, with a special focus on engaging members in ongoing care with a PCP. This includes members who:

- Have complex medical, medical/behavioral health, or care coordination needs.
- Are high-risk (including high-risk pregnancy) and/or high utilization (ED, Inpatient).
- Are obtaining an organ transplant, receiving gender affirming services, or living with sickle cell disease.

The program supports HUSKY Health members in achieving their health goals through coaching and encouraging active participation with their provider-prescribed treatment plans.



Care Management cont.

ICM helps members to manage and improve their health by:

- Helping to understand their conditions and figure out the best way to self-manage, including action planning.
- Reviewing medications and answering questions; referring to pharmacist for consultation when indicated.
- Connecting with the care they need when they need it.

Transitional Care Management helps members get the care they need after leaving the hospital by:

- Answering questions they may have about the instructions they were given at the time of discharge from the hospital or Emergency Department.
- Reviewing medications that were ordered at the time of discharge.
- Helping to arrange and attend a follow-up appointment with their healthcare provider within seven days of discharge.

Providers may refer members to ICM by calling 1.800.440.5071 x2024, or by faxing in a completed ICM Referral Form. [Click here](#) to download the form.

Person-Centered Medical Home

The DSS Person-Centered Medical Home (PCMH) program is based on a model of care that improves patient experience, access to care, and quality of care through enhanced care coordination. It has also been shown to reduce healthcare costs. The program currently uses National Committee of Quality Assurance (NCQA) PCMH recognition as the platform to achieve the program goals.

Support for PCPs to accomplish the program objectives comes from:

- Financial incentives
- Technical assistance
- Education
- Hands-on guidance to achieve PCMH recognition over time



PCMH staff also assist practices with quality improvement (QI) initiatives based on practice choice and focus. Collaborative work is completed throughout the year. Engagement with the PCMH staff for QI on chosen measures has resulted in higher health outcome measure rates than non-engaged practices.

For more information on becoming a PCMH, [click here](#) or call 203.949.4194.

Community Health Worker Ambassador Program



Our certified Community Health Workers (CHWs) serve as ambassadors for the HUSKY Health program and help individuals and families access community resources to address their SDOH. They are committed to building equity through diversity, inclusion, and community engagement efforts.

Our CHWs will:

- Work with members one-on-one to close gaps in care by connecting them to resources and meeting in the community to address their SDOH.
- Advocate for, and connect members to, the correct organizations or people to address their needs.
- Connect members to community resources to help with clothing, shelter, food, childcare, and more.
- Help members find a PCP and assist with scheduling their first appointment.
- Ensure members understand and can access their HUSKY Health benefits.
- Provide health education that is culturally and linguistically relatable.

Refer members to the CHW Ambassador Program by calling 1.800.440.5071, x2024.

Quality Management



The Quality Management (QM) Department addresses service quality and clinical quality, including development of member and provider interventions for performance improvement on selected health measures. Our QM department:

- Evaluates 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.
- Works directly with provider practices on quality improvement opportunities to improve member health outcomes.
- Investigates and conduct 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.
- Provides oversight of the annual Healthcare Effectiveness Data and Information Set (HEDIS®) project, including contacting providers for direct EHR access, chart requests, and current provider rosters.

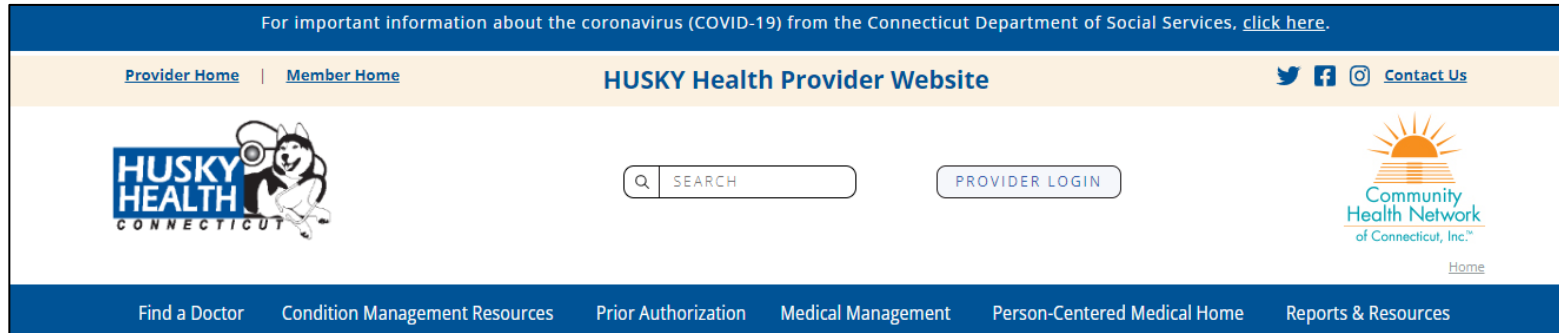


Population Health

The Population Health Analytic Team specializes in reporting and analyzing health data to identify areas of focus for improving the overall health of Connecticut's Medicaid population.

- The team produces and analyzes healthcare quality measures, and utilization and cost trends. The healthcare quality measures include HEDIS®, CMS core set of Adult and Child Health Care Quality Measures, and DSS custom measures.
- On an annual basis the team creates and distributes a practice profile to PCPs. The report includes a three-year trend comparison that summarizes the practice's results of over 40 healthcare quality measures with comparisons to HUSKY Health statewide and practice setting (PCMH, Glide Path, FQHC, Non-PCMH) rates.
- The team provides data and analytic support for several programs, including the PCMH Performance Payment program, PCMH+, and new projects and initiatives as requested by the state.

HUSKY Health Provider Website



Visit our website at portal.ct.gov/husky and click on “*Information for Providers*” to access HUSKY Health Program information including:

- [Program Benefit Grids](#)
- [Provider Bulletins and Forms](#)
- [Policies, Procedures, & Guidelines](#)
- [Provider Directory](#)
- [Secure Provider Portal](#)
(customized reports on your HUSKY Health patients)
- [Prior Authorization Portals](#)

Secure Provider Portal and Reports



Online access to:

- Information and tips regarding health measures
- Patient reports
- Submit and view medical authorizations
- Fill out the Member Missed Appointment Form

Resources to walk you through the set-up process and show you how to use the portal:

- ["How to Sign Up for a HUSKY Secure Provider Portal Account"](#)
- ["Secure Provider Portal Help Guide"](#)

Fraud Reporting

To report suspected fraud or abuse:

- CHNCT Fraud Reporting Hotline: 1.866.700.6109
- DSS Fraud Reporting Hotline: 1.800.842.2155
- DSS Fax: 860.424.5900
- Clientfraud.dss@ct.gov
- Providerfraud.dss@ct.gov



Provider Collaborative

A 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 the HUSKY Health program.

Provider Collaboratives are offered:

- In-person
- Via webinar
- Zoom at your convenience



Practices may use any or all CHNCT departments in a Provider Collaborative to receive education and training for services available to providers and their staff.

Provider Collaborative cont.

CHNCT Participating Departments:

- Provider Engagement Services
- Member Engagement Services and Escalation Unit
- Care Management (ICM and Transitional Care)
- Community Engagement (Community Health Workers)
- Prior Authorization (Utilization Management)
- DSS Person-Centered Medical Home Program (PCMH)
- Quality Management
- Population Health Management

Any CMAP provider in the HUSKY Health Network can request a Provider Collaborative by contacting their regional PES representative, or by calling PES at 1.800.440.5071.

How Do I Become a Participating Provider?

Providers must be enrolled with the CMAP network in order to be paid for covered services provided to HUSKY Health program members.

To become a CMAP provider, contact:

Gainwell Technologies - DSS's enrollment and claims processing broker.

Gainwell Technologies Provider Assistance Center
Monday through Friday, from 8:00 a.m. to 5:00 p.m.

1.800.842.8440
www.ctdssmap.com

Other ASO Contact Information

Gainwell Technologies Provider Assistance Center	CMAP Provider Enrollment and Claims	1.800.842.8440	www.ctdssmap.com
CT Behavioral Health Partnership	Behavioral Health	1.877.552.8247	www.ctbhp.com
CT Dental Health Partnership	Dental	1.855.283.3682	www.ctdhp.com
CT Pharmacy Assistance Program	Pharmacy Benefits and Authorizations	1.800.842.8440	www.ctdssmap.com
CT Non-Emergency Medical Transportation (NEMT)	Non-Emergency Medical Transportation	1.855.478.7350	https://www.mtm-inc.net/connecticut/
HMS (a Gainwell Technologies Company)	Third Party Liability	1.866.252.0671	Ctinsurance@gainwelltechnologies.com



Questions/Comments