



CT Behavioral Health Partnership Member Resources

May 8th, 2015



CT BHP Call Center Information

Toll Free: 1-877-55-CTBHP or

1-877-552-8247

TTY: 1-866-218-0525

CT Behavioral Health Partnership

500 Enterprise Dr.

Suite 4D

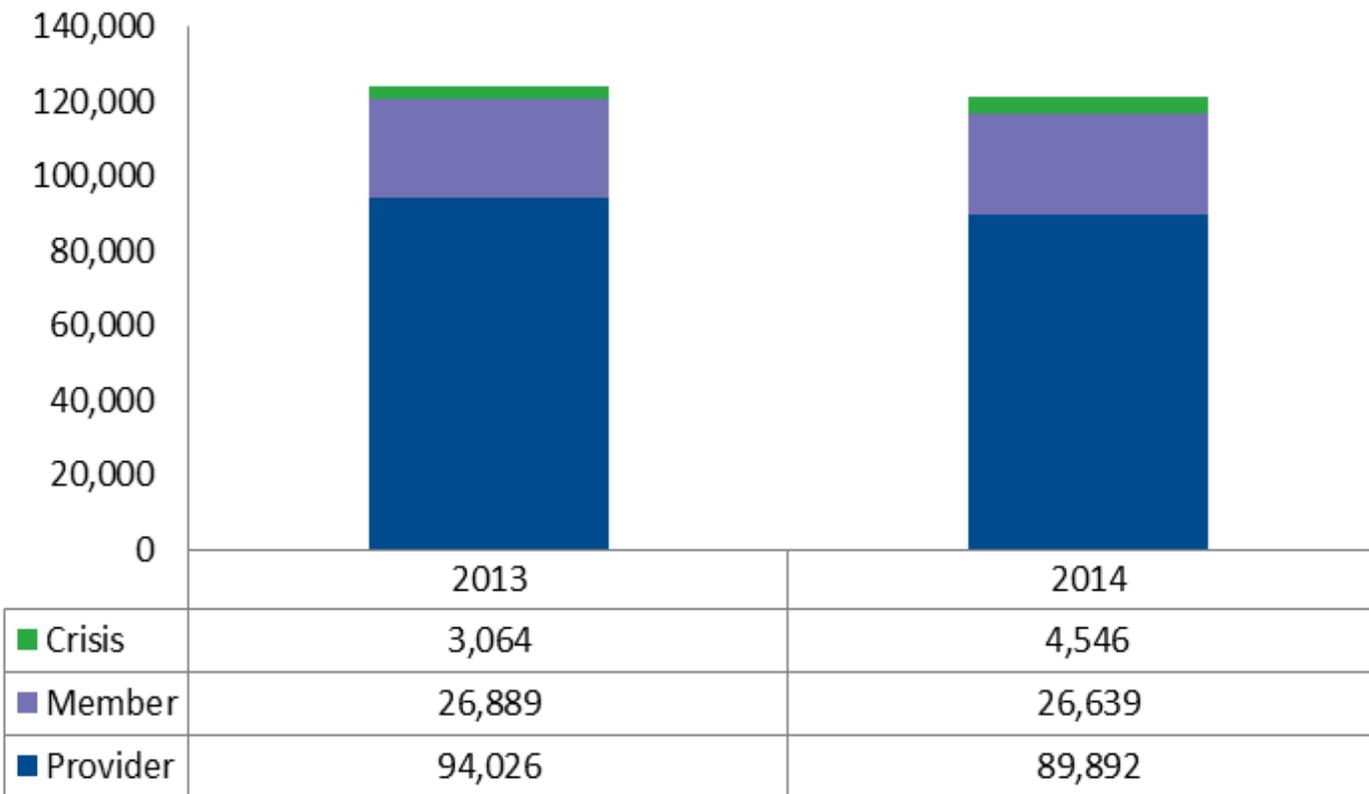
Rocky Hill, CT 06067

CT BHP Call Center

- Office hours are Monday through Friday, from 9:00 a.m. to 7:00 p.m.
 - Clinical Care Managers are available 24 hours a day, 365 days a year.
- Once member selects 1 for English or 2 for Spanish, Crisis Line is Option 1.
- Bi-lingual staff are available during office hours.
 - Translation services available through our language line for all languages.
- TTY/TDD line available for hearing impaired members.

Member Call Volume

Calls Received
CY 2013 - CY 2014



CT BHP Call Center Performance

Telephonic Performance Measures Include:

- Speed to Answer (routine and crisis)
 - Call Abandonment Rate
 - All call center performance measures are consistently met
- **Telephonic Member Satisfaction Survey Pilot performed in 2014**
 - Resulting in over 95% satisfaction

*Calendar Year 2013-2014

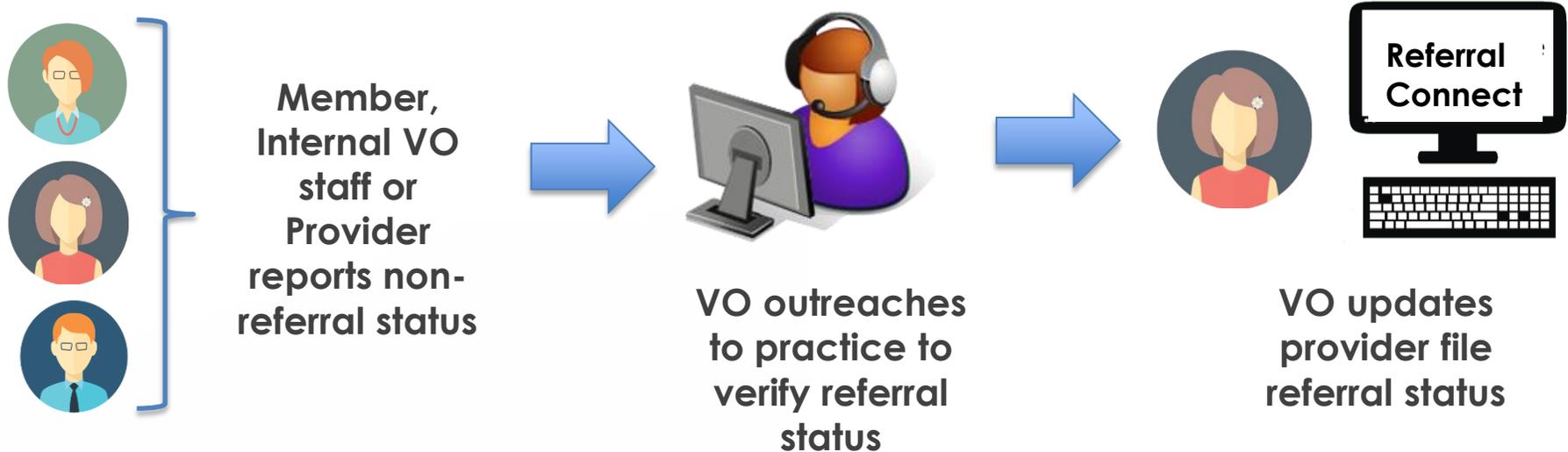


Provider Referrals for Members

Member Referrals



Provider Not Accepting Referrals?





CT BHP Website

[About](#)[Services](#)[Reports](#)[Contact](#)[Integrated Care](#)[For Providers](#)[For Members](#)

News & Events

- » [Expansion of Coverage for CT BHP Independent and Group Practice Providers](#)
- » [Billing Clients for Missed Appointments](#)
- » [Dual Eligible Frequently Asked Questions](#) Get answers to some of our most frequently asked questions about behavioral health dual coverage (Medicaid and Medicare).



Connecticut Behavioral Health Partnership

[En Español](#)

Welcome to the CT Behavioral Health Partnership

Welcome to the CT Behavioral Health Partnership. Whether you're a provider or member of the Partnership, here you'll find the information needed to provide or access behavioral health and support services, and details on those programs.

Links to both our Online Provider Directory and to Achieve Solutions are located below.

[Online Provider Directory](#) — Locate a provider in your area.

[Achieve Solutions](#) — An internet library of behavioral health information for providers, members and families.

[ClientConnect](#) — For DCF/Probation/Parole Users

CT BHP Website

- We maintain a full service, user friendly website

Members can access:

- Member Handbook
- Find a Provider
- Member Brochures
- Local/National Resources
- Events/Trainings
- Achieve Solutions
- Notices
- FAQs

The screenshot displays the VALUEOPTIONS CONNECTICUT website interface. At the top, the logo for VALUEOPTIONS CONNECTICUT is visible. Below the logo, there is a navigation menu with links for 'About', 'Services', 'Reports', and 'Contact'. The main content area features the Connecticut BHP logo, which consists of four colored squares (green, yellow, blue, orange) arranged in a 2x2 grid, with the text 'Connecticut BHP Supporting Health and Recovery' below it. To the right of the logo, the text 'Recovery Reform Service Support' is displayed in a large, blue font. Below the logo and text, there are three buttons: 'Integrated Care', 'For Providers', and 'For Members'. At the bottom of the page, there is a 'News & Events' section with a link for 'Expansion of Coverage for CT BHP Independent and Group Practice'. On the right side of the page, there is a 'Connecticut Behavioral Health Partnership' header with an 'En Español' button and a 'Welcome to the CT Behavioral Health Partnership' message.



Referral Connect

ReferralConnect



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[Log Out](#)

MemberConnect Is A ValueOptions® Web Site

MemberConnect



YOUR VALUEOPTIONS®
BENEFITS & RESOURCES

FIND A PROVIDER

Search our vast network of programs and 50,000+ providers

FIND INDIVIDUAL DOCTORS, COUNSELORS, GROUPS & CLINICS

FIND HOSPITALS AND PROGRAMS

SEARCH TIPS

FAQ

Find A Provider

Find Individual Doctors, Counselors, Groups & Clinics

Member Information

To search for providers, you must enter your address information and search parameters below.

Street:

[Search Tips](#)

City:

State:

Zip:

Include Traveling Providers (ABA providers only)? [What's this?](#)

Display:

providers



Distance:

miles

- Any Distance
- 2
- 5
- 10
- 25
- 50
- 100

Select the Distance

Provider Name And Inform

Entering Provider Search
change the default values

al. For the broadest possible search, do not
define or narrow your search results, then make



Achieve Solutions

Achieve Solutions

Contact Us 877-552-8247

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An Achieve Solutions website®

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STRENGTH OF US

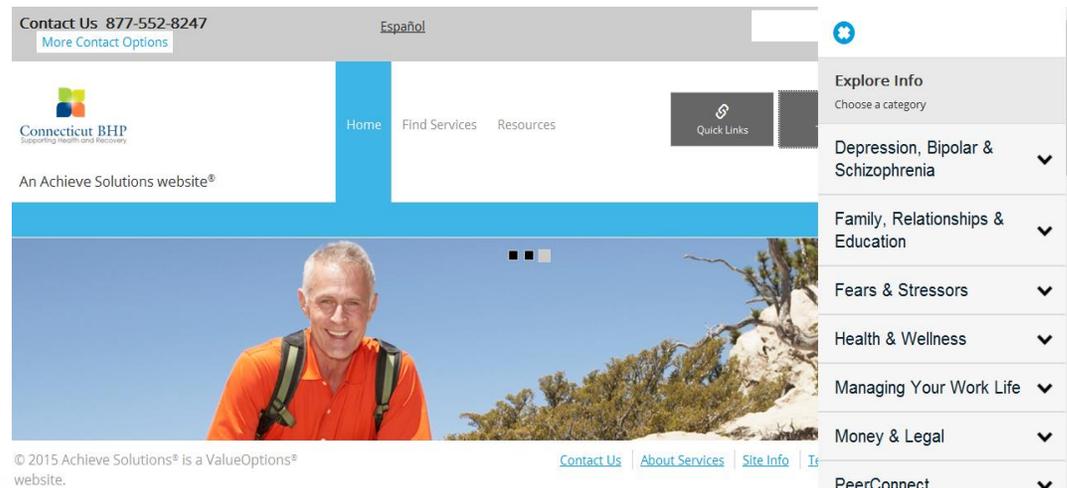
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Achieve Solutions

- **Online library of information about behavioral health care, life events and wellness resources**
 - 3,000+ feature articles
 - 200+ topics
 - Resources
 - Quizzes
 - Content refreshed on a regular basis
 - Materials in both English & Spanish





CT BHP Website Demonstration