

ConnectiCare BHCA Overview:

- ConnectiCare utilizes a delegated vendor, Optum, for the provision of BEH services for its group health plans
- ConnectiCare currently offers group health plans in a subset of western Massachusetts counties
- Optum is in the process of expanding its provider network to be ready for the expansion in BHCA services effective 7/1/19, for new and renewing groups:
 - Optum has identified BHCA providers state-wide
 - The majority of these providers are already under contract with Optum
 - Those not under contract are currently in the process of being contacted for inclusion in Optum's network
 - Providers furnishing the following BHCA covered services are included in the network: in-home therapy, in-home behavioral services, youth mobile crisis intervention, community-based acute treatment (CBAT), intensive community based acute treatment (ICBAT) and intensive care coordination (ICC)
 - ICC services primarily will be handled by an Optum internal program
- Optum will be communicating with its network providers on the expanded BHCA services in June and will be providing specific information, including, but not limited to: BHCA covered services, billing codes, claims submission process, authorization requirements
- Optum will be communicating with its customer service and clinical staff on the new BHCA benefits to be able to administer the new benefits to new and renewing members on and after 7/1/19
- ConnectiCare has obtained approval from the Division of Insurance for an amendatory rider for child and adolescent mental health disorders to supplement its Massachusetts policy form filing. The amendatory rider applies to members covered under Massachusetts groups only. The amendatory rider describes the new BHCA covered services, and it will be provided to new and renewing members on and after 7/1/19
- ConnectiCare is in the process of training its customer service and clinical staff on the new BHCA benefits so that staff will be able to identify a call for such services from a Massachusetts group member and effectively transfer the call to Optum