This bulletin provides you with important information about HUSKY Primary Care, Connecticut’s Primary Care Case Management (PCCM) Pilot Program for HUSKY A clients (Medicaid for children and families). Beginning January 2010, the program became available as an option to HUSKY A clients in the greater Hartford and New Haven areas. The program began in February 2009 in the greater Waterbury and Windham/Willimantic areas.

HUSKY Primary Care is an option for HUSKY A clients in which members enroll directly with participating Primary Care Providers (PCPs) in lieu of enrolling in a managed care organization (MCO). In the program, health care is coordinated by the client’s PCP or a care coordinator in the PCP’s practice. Coordination of care by a PCP will enable clients to access medically necessary Medicaid services.

Please note that medical services, providers, and facilities in the HUSKY Primary Care program are the same as in Medicaid/Title 19. Additionally, the same billing rules and rates as in Medicaid/Title 19 apply to covered goods and services provided to HUSKY Primary Care members, with the exception of behavioral health services. Behavioral health services follow Connecticut Behavioral Health Partnership (CT BHP) billing rules and rates, the same as for all other HUSKY A members.

Members use the gray CONNECT card for all services. See page two of this bulletin for information on verifying member eligibility and enrollment.

PCPs should coordinate care and referrals with specialists in order to best serve members in the program. However, a PCP referral is not necessary for clients to access services. For example, if a client self refers to a Medicaid-enrolled specialist without a PCP referral, the specialist’s claims will not be denied for lack of a referral.

The goals of the HUSKY Primary Care program include improving patient health outcomes, access to care, and client and provider satisfaction.

Participating PCPs receive fee-for-service Medicaid payments for services provided, as well as a monthly care coordination payment of $7.50 for each enrolled client.

Behavioral health, dental, and pharmacy services are administered by the designated entities below for HUSKY Primary Care members, as they are for all HUSKY A members:

- **Behavioral health care:** Connecticut Behavioral Health Partnership (CT BHP) (ValueOptions; phone: 1-877-552-8247)
- **Dental care:** Connecticut Dental Health Partnership (CT DHP) (BeneCare; phone: 1-888-445-6665)
- **Pharmacy:** DSS, via HP Enterprise Services (formerly EDS). Pharmacy Prior Authorization Assistance Center phone: 1-866-409-8386

As in Medicaid/Title 19, non-emergency medical transportation is provided by First Transit (for North Central Connecticut; phone: 1-888-743-3112) or LogistiCare (for other areas; phone: 1-888-248-9895).

**Contact Information for HUSKY Primary Care Members:**

HUSKY Primary Care members should be directed to first contact their PCP’s office regarding issues with health care coordination. For additional care coordination issues that cannot be resolved by the PCP’s office, members should contact HUSKY InfoLine (2-1-1) or at 1-877-CT-HUSKY (1-877-284-8759). Eligible HUSKY A members can enroll in HUSKY Primary Care or change PCPs by calling the HUSKY Enrollment Center (ACS) at 1-800-656-6684.

**Becoming a Primary Care Provider in HUSKY Primary Care:**

The HUSKY Primary Care program is currently available in Hartford, New Haven, Waterbury, Windham/Willimantic and the directly adjacent towns. Additional PCPs in these areas are welcome to join on an ongoing basis. The Department will be monitoring the success of the pilot program and then plan accordingly to expand the program to other areas.

Questions about HUSKY Primary Care may be addressed to:
- Rivka Weiser, PCCM Coordinator, at rebecca.weiser@ct.gov or 860-424-5843 or to
- Dr. Robert Zavoski, Medical Director, at robert.zavoski@ct.gov, or 860-424-5583.

Primary Care Providers interested in participating should contact Rivka Weiser.

For member-oriented information, please see www.huskyhealth.com and click on “Enrollment.”

Questions? Need assistance? Call the HP Provider Assistance Center Mon.—Fri. 8:00 a.m. – 5:00 p.m. 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 Enterprise Services, PO Box 2991, Hartford CT 06104 / Program information at www.ctdssmap.com
Verifying eligibility and HUSKY Primary Care (Primary Care Case Management) enrollment:

HUSKY Primary Care members use the gray CONNECT card for all services. As with other Medicaid and HUSKY members, eligibility can be verified through the HP (EDS) Automated Eligibility Verification System. The following information will be provided for a client enrolled in the HUSKY Primary Care program:

- **Web Eligibility Verification** ([www.ctdssmap.com](http://www.ctdssmap.com)) For members, the following panels will display:

<table>
<thead>
<tr>
<th>Service Information</th>
<th>Effective Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>HUSKY A. For Behavioral Health Services, Call BHP @ 877-552-8247</td>
<td>mm/dd/ccyy</td>
<td>mm/dd/ccyy</td>
</tr>
<tr>
<td>Medicaid Services</td>
<td>mm/dd/ccyy</td>
<td>mm/dd/ccyy</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Primary Care Provider</th>
<th>Provider Name</th>
<th>Provider Phone</th>
<th>Effective Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>PCP / Jane Smith</td>
<td>860-123-4567</td>
<td>mm/dd/ccyy</td>
<td>mm/dd/ccyy</td>
<td></td>
</tr>
</tbody>
</table>

- **Automated Voice Response System (AVRS)**

For members, the AVRS response will provide the following information:

“Client number 001234567 is eligible for the following programs from month/day/year thru month/day/year unless otherwise noted….”

“Medicaid Services, Husky A, for Behavioral Health Services call BHP at 8775528247 The clients’ primary care provider is Dr. Jane Smith, the phone number is 8601234567”

- **ASC X12N 271 Health Care Eligibility Benefit Response**

The HUSKY Primary Care member information is returned in Loop 2110 C. When EB05 contains Primary Care Case Management, the dates in the following DTP segment in DTP03 contain the PCCM eligible dates. The 2120 NM103 and NM104 contain the name of the primary care provider while the 2120 PER04 has the phone number of the primary care provider. The companion guide, located on the [www.ctdssmap.com](http://www.ctdssmap.com) in the EDI section contains more information about the 271 eligibility response.

- **Provider Electronic Solutions Software Eligibility Verification Response**

The Primary Care Case Management information will be displayed in the Provider Electronic Solutions Software Eligibility Verification Batch Response under the Eligibility Benefit Information heading.

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Questions? Need assistance? Call the HP Provider Assistance Center Mon.–Fri. 8:00 a.m. – 5:00 p.m. 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 Enterprise Services, PO Box 2991, Hartford CT 06104 / Program information at [www.ctdssmap.com](http://www.ctdssmap.com)