



TO: Enhanced Care Clinic Providers

RE: Update on Enhanced Care Clinic Access to Services Monitoring

The purpose of this provider bulletin (PB) is to inform providers of an update regarding the continued designation of Enhanced Care Clinics (ECC) and the initial requirements for access to services and monitoring activities. **This notice supersedes the monitoring requirements previously outlined in [PB 2023-11](#). However, please continue to refer to [PB 2018-22](#) for all access requirements.**

Key Update Effective January 1, 2026:

Monitoring access activities and appointment availability through the web-based outpatient registration system, ProviderConnect will be reinstated. This system is essential for submitting data to meet enhanced care clinic requirements, including:

- Date of first contact
- Dates of appointments offered for:
 - a) the initial face-to-face clinical evaluation
 - b) the first follow-up visit
- Date of the first face-to-face evaluation

Providers are required to submit one registration per member to log the initial visits offered. Although registration is not mandatory for payment, it is crucial for monitoring access requirements under the ECC model.

To assist in this transition, Carelon Behavioral Health of Connecticut (Carelon BH CT), the administrative service organization (ASO) for the Connecticut Behavioral Health Partnership (CTBHP), will provide quarterly progress reports via the Tableau visual platform to verify clinic data and ensure compliance with current regulations.

Upcoming Support from Carelon BH CT:

In the upcoming months Carelon BH CT will reach out directly to ECCs. This outreach aims to assist with the setup and access to ProviderConnect. Training opportunities will also be made available, with invitations forthcoming.

Thank you for your continued partnership and dedication to delivering quality care and access to treatment. We look forward to supporting you with the implementation of this enhanced system.

To ensure you receive all communications from Carelon BH CT, please contact us at ctbhp@carelon.com.