



Connecticut Medical Assistance Program
Policy Transmittal 2023-02

Provider Bulletin 2023-11
March 2023

Andrea Barton Reeves, J.D., Commissioner - Designate

Effective Date: May 12, 2023
Contact: Donaicis.Alers@ct.gov

TO: Enhanced Care Clinic (ECC) Providers

RE: Reinstating Enhanced Care Clinic (ECC) Access Requirements that were Temporarily Suspended during the Federal COVID-19 Public Health Emergency

Effective for dates of service on and after May 12, 2023, which is the first day after the end of the federal COVID-19 public health emergency, the Department of Social Services (DSS) is reinstating the Enhanced Care Clinics (ECCs) access standards as outlined in [PB 2018-22](#), *Access Requirements for Freestanding Behavioral Health Enhanced Care Clinics under the Connecticut Behavioral Health Partnership*. ECCs should continue to refer to [PB 2018-22](#) for all access requirements.

This provider bulletin supersedes guidance issued under PB [2020-19](#) – CMAP COVID-19 Response – Bulletin 7: Enhanced Care Clinic (ECC) Access Requirements which suspended ECCs access requirements in response to the Governor’s declaration of the public health emergency due to the outbreak of COVID-19 (coronavirus).

Effective for dates of service May 12, 2023, and forward, the following requirements will be reinstated:

- ECCs will resume general access requirements regarding screening and triaging all referrals, whether telephonic or walk-in and evaluating a member within the required timeframes for emergent, urgent and routine evaluations. Expectations regarding an emergent, urgent, or routine follow-up visit shall also be reinstated.
- ECC performance related to the access requirement will be monitored through periodic compliance surveys, including but not limited to Mystery Shopper calls.

- ECCs will resume extended hours of operations except for exempted secondary sites; the temporary merging of sites will no longer be permitted.

Posting Instructions:

Provider bulletins can be downloaded from the www.ctdssmap.com Web site.

Distribution:

This provider bulletin is being distributed to the CMAP Enhanced Care Clinic providers by Gainwell Technologies.

Responsible Unit:

DSS, Division of Health Services, Integrated Care Unit, Behavioral Health, Donaicis Alers, at donaicis.alers@ct.gov.

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