



TO: Enhanced Care Clinic Providers

RE: Update on Enhanced Care Clinic Access to Services Monitoring

The purpose of this provider bulletin 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 2018-22](#).**

Key Update Effective July 1, 2026:

The previous Provider Bulletins regarding Access Requirements for Freestanding Behavioral Health enhanced Care Clinics under the Connecticut Behavioral Health Partnership required the initial appointment of an emergent, urgent, and routine evaluations be face-to-face. Due to changing landscape of behavioral health and consistency with the medical health of Medicaid, the providers can offer the initial evaluation appointment to be telehealth. Telehealth has the potential to significantly increase access to needed services, decrease burden on members, and improve timeliness of assessment.

The ECCs must have an adequate telehealth system in place, including capabilities for video-based assessments that meet industry standards for encryption and protection of member privacy and health-related information.

While ECCs may not be required to enforce the use of video components during the first visit (it is possible that users may experience connectivity and/or bandwidth issues that prevent the establishment of stable video connections), they should be required to demonstrate that:

- They have the infrastructure to offer video-based telehealth services

- They have the option of offering in-person appointments when preferred by members

For further telehealth guidance please refer to [PB 2023-38](#).

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.