

HUSKY Health Important Contact List

Services	Contact info	Hours
DSS Client Information Line & Benefit Center /ConneCT For all Social Service benefits including SNAP, TFA, Child support, State Supplement (AABD), Medicare Savings Program, Refugee Medical Assistance, HUSKY C and for eligibility questions and to apply, renew or report changes to personal information. Also for program required interviews.	1-855-626-6632 www.connect.ct.gov	Monday – Friday 7:30 a.m. to 4 p.m.
Access Health For eligibility questions, to apply, renew or report changes for HUSKY A, B, D	1-855-805-4325 www.accesshealthct.com	Monday – Friday 8 am – 4 pm
Medical Services Community Health Network Member Services for current HUSKY members	Members: 1-800-859-9889 Providers: 1-800-440-5071 www.huskyhealth.com	Monday - Friday 8 a.m. to 6 p.m.
Behavioral and Mental Health Services CT Behavioral Health Partnership (CT BHP) Mental Health or Substance Use Disorder benefits for current HUSKY members	Members/Providers: 1-877-552-8247 www.ctbhp.com	Monday - Friday 9 a.m. – 7 p.m.
Dental Services CT Dental Health Partnership (CTDHP) Member Services for current HUSKY members	Members: 1-855-283-3682 Providers: 1-888-445-6665 www.ctdhp.com	Monday - Friday 8 a.m. – 5 p.m.
Non-Emergency Medical Transportation Services Medical Transportation Management (MTM) Medical transportation for HUSKY A, C, and D members only	1-855-478-7350 www.mtm-inc.net/connecticut/facilities/	Monday - Friday 7 a.m. – 6 p.m.
Pharmacy Services CT Pharmacy Assistance Program	Members: 1-866-409-8430 Providers: 1-800-842-8440 www.ctdssmap.com	Monday - Friday 8 a.m. – 5 p.m.
ConneCT MyAccount Help Desk Password resets	1-877-874-1612	Monday - Friday 8:30 a.m. – 5 p.m.
ConneCT Electronic Benefit Transfers (EBT) Member Services for a replacement card for SNAP, TFA, and cash assistance	1-888-328-2666 www.ct.gov/dss/ebt	24 hours a day 7 days a week
Gainwell Technologies Client Assistance Center Member claims-related questions	1-866-409-8430	Monday - Friday 8 a.m. – 5 p.m.
Gainwell Technologies Provider Assistance Center Provider claims-related questions, enrollment and re-enrollment, and to check client eligibility	1-800-842-8440 www.ctdssmap.com	Monday - Friday 8 a.m. – 5 p.m.
Fraud Reporting Hotline To report suspected fraud of the Medicaid or CHIP Program	1-866-700-6109	Monday - Friday 8:30 a.m. – 5 p.m.
HUSKY Premium Billing For HUSKY B & C (S05) premium billing issues only	1-800-656-6684	Monday - Friday 8 a.m. – 5 p.m.
HUSKY Spend down Processing Center For Spend down questions: amounts, acceptable expenses, expenses received/applied	1-877-858-7012	Monday - Friday 8:30 a.m. – 5 p.m.
Connecticut DSS 1095B Information Center	1-844-503-6871	Monday – Friday 8 a.m. - 5 p.m.
Home and Community Based Programs The Community Options Unit administers Medicaid waiver and related services such as the Home Care Program for Elders, Personal Care Assistant, Autism Spectrum, Acquired Brain Injury (ABI), the Katie Beckett Waiver, and others.	1-800-445-5394 or (860) 424-4904 https://www.ascendami.com/CTHomeCareForElders/default/	Monday – Friday 8 a.m. - 4 p.m.
Money Follows the Person 1- Assists Medicaid-eligible individuals currently living in long-term care facilities in successfully transitioning back into the community 2- Assists <u>current</u> MFP participants with other DSS benefits	1-888-992-8637 To apply: https://ctmfp.com	Monday – Friday 8 am - 4:30 pm
Community First Choice A State Plan service which allows Medicaid members access to Personal Attendant Care and other long term services and supports through self-direction.	1-888-992-8637 To apply by phone, dial 2-1-1 choose Option 3, then Option #5. To apply online, visit https://ctmfp.com	Monday – Friday 8 am - 4:30 pm 2-1-1 24 hrs/day, 7 days/week
Person-Centered Medical Home Plus (PCMH+) Select providers piloting a shared savings program that offers enhanced care coordination to members. For issues or concerns regarding the PCMH+ Program or for complaints.	Members: 1-877-858-7012 Option #2 1-800-859-9889	Providers: www.ct.gov/dss/PCMH+