

HUSKY Health Program

Member Services Escalation Unit

Contact us Monday through Friday

from 9 a.m. to 7 p.m. at 1.800.440.5071



Who Are we?



- Highly skilled representatives with:
 - In-depth knowledge of HUSKY Health Program including HUSKY Plus benefits and resources available for children and their families
 - Established relationships with providers and current knowledge of their availability to facilitate timely and appropriate access to care

What's Our Focus?

- Establishing collaborative relationships with families to help them understand and comply with their child's care plan
- Establishing collaborative relationships with providers to ease some of the burden of coordinating care for HUSKY members
- Educating families about the appropriate use of benefits and resources available to them that make it easier to manage

Who Refers Us?

- Providers
- CHNCT' s Call Center representatives
- CHNCT' s Intensive Care Management staff
- Office of the Health Care Advocate or other advocacy groups
- Department of Social Services
- Department of Children and Families

How we can help you better service your patients ?

- Locating a CMAP-enrolled specialist, subspecialist or ancillary provider for your patient
- Finding community resources for patients such as food pantries, clothing, energy assistance or free or low-cost care for services not covered by HUSKY
- Coordinating with behavioral health, transportation and/or dental
- Transitioning patients to an alternative provider when indicated

How we can help you better service your patients ?

- Escalating urgent eligibility concerns to DSS and providing free or low-cost care initiatives if eligibility concerns are not resolved and care is urgently needed
- Outreaching patients with a history of missed appointments or no EPSDT visits
- Assisting patients when English is not their primary language
- Assisting members where the presence of other insurance that is no longer active threatens to prevent or interrupt care such as filling prescriptions

What happens when I call 1.800.440.5071 and refer to the Escalation Unit?

- We reach out to families within one business day of your referral.
- We explain member benefits and help families navigate the HUSKY program and other DSS programs.
- We assess, identify and coordinate other services a child and/or their family may need.
- We keep you informed of our efforts and progress with a family.
- We maintain communication and offer support to the family until resolution.

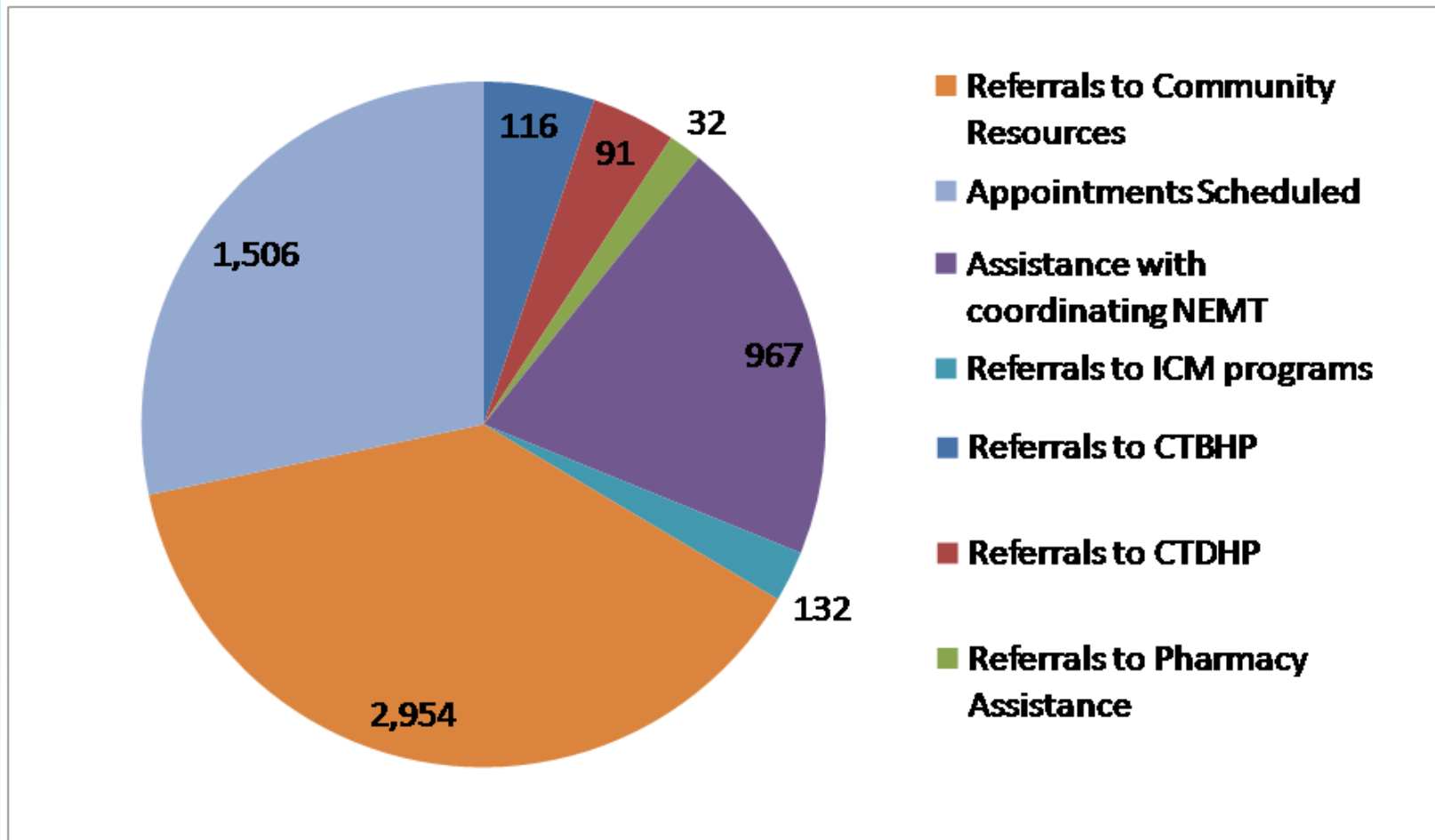
What else happens when I refer to the Escalation Unit?

- We coordinate with schools as needed.
- We provide/locate extra support for families including organizations, advocacy and support groups and to community resources that may benefit the family.
- We follow up with members after their appointments are scheduled to make sure next steps are known
- We collaborate with CHNCT's other departments as needed.

Who do we collaborate with?

- Providers
- Connecticut Behavioral Health Partnership
- Connecticut Dental Health Partnership
- Logisticare
- 211 Infoline
- SNAP(Supplemental Nutrition Assistance Program)
- WIC (Women, Infants, and Children)
- DCF (Department of Children and Families)
- Care 4 Kids
- Schools
- Community Resources

Of 4,969 referrals received from January through September 2013, the Escalation Unit made referrals for benefits, resources, and provided assistance in the following areas:



How Have We Made a Difference?

- A mother called looking for a specialist who did a special test and was told by several providers she tried that they did not do it, did not have a timely appointment, etc.
- Our representative found the specialist, scheduled the appointment, and coordinated transportation. The child had the test and the test results were provided to the PCP and school for use in developing an education plan. They also received a diagnosis the family could understand and developed a care plan with their pediatrician.
- The family received continued support in navigating through the process of finding the right provider, identifying barriers to care, as well as addressing and managing their son's needs.



How Can You Reach Us ?

- By calling Provider Services at [1.800.440.5071](tel:1.800.440.5071)
- By downloading the Escalation Unit referral form from our website at www.huskyhealth.com and emailing it directly to Reachforescalation@chnct.org

OR

- By faxing the Escalation Unit referral form to [203.265.3197](tel:203.265.3197)

Thank You!

- We are here to help you in any way we can.
- We appreciate your continued willingness to serve the HUSKY population.
- Have a question? Please feel free to contact us Monday through Friday from 9 a.m. to 7 p.m. at 1.800.440.5071.