

HUSKY Health Important Contact List

Services	Contact info	Hours
HUSKY Health Member Services For current HUSKY members to: <ul style="list-style-type: none"> Find a doctor Make an appointment, choose or change a Primary Care Provider (PCP), find other resources in the community to help them Learn about covered services and how to use them 	Members: 800.859.9889 Providers: 800.440.5071 www.huskyhealth.com	Monday - Friday 8:00 a.m. to 6:00 p.m.
Access Health For eligibility questions, to apply, renew or report changes for HUSKY A, B, and D.	855.805.4325 www.accesshealthct.com	Monday – Friday 8 am – 4 pm (Hrs. extended during open enrollment)
Nurse Helpline Provides members with access to a nurse all day, every day. If they have questions about a health condition or don't know if they should go to the ED or wait for an appt. with their doctor and more.	800.859.9889 Follow prompts	24 hours a day/365 days a year
To Report Changes or Update Personal Information For all DSS programs	www.huskyhealth.com click "For Members," then "Update Your Personal Information" or call 855-626-6632	Online -24 hours/ day/365 days/ year. By phone Monday – Friday 7:30a.m. 4:00p.m.
Behavioral Health Services CT Behavioral Health Partnership (CT BHP) For current HUSKY members to: <ul style="list-style-type: none"> Help find mental health and/or substance abuse services Learn about covered benefits 	Members/Providers: 877.552.8247 www.ctbhp.com	Monday - Friday 9 a.m.–7 p.m.
Dental Services CT Dental Health Partnership (CTDHP) For current HUSKY members to: <ul style="list-style-type: none"> Find a dentist to provide dental services Learn about covered benefits 	Members: 855.283.3682 Providers: 888.445.6665 www.ctdhp.com	Monday - Friday, 8 a.m. – 5 p.m.
Non-Emergency Transportation Services Current HUSKY A, C, and D members who need assistance with transportation to medical, dental, and behavioral health appointments. Assistance must be requested before the appointment.	888.248.9895 http://memberinfo.logisticare.com/ctmember	Monday - Friday, 7 a.m.–6 p.m.

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Pharmacy Services CT Pharmacy Assistance Program For HUSKY questions about pharmacy benefits or whether an over the counter medicine is covered by HUSKY.	Members: 866.409.8430 Providers: 800.842.8440	Monday - Friday 8 a.m.–5 p.m.
DSS Benefit Center/ConneCT <ul style="list-style-type: none"> For all Social Service benefits including SNAP, TFA, Child support, State Supplement (AABD), Medicare Savings Program, Refugee Medical Assistance and eligibility questions and to apply or renew for HUSKY C only For program required interviews 	855.626.6632 www.connect.ct.gov	Monday – Friday 7:30 a.m. to 4 p.m.
CT AIDS Drug Assistance Program For information, an application and the formulary for covered drugs	800.233.2503 or 860.424.5150 www.ct.gov/dss/cadap	Monday - Friday 7:30 a.m. to 4 p.m.
Electronic Benefit Transfers (EBT) (For SNAP, TFA, and cash assistance)	888.328.2666 www.ct.gov/dss/ebt	24 hours a day, 7 days a week
Hewlett Packard Enterprise Client Assistance Center Member claims-related questions	866.409.8430	Monday -Friday 8 a.m. – 5 p.m.
Hewlett Packard Enterprise Provider Assistance Center Provider claims-related questions, enrollment and re-enrollment	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	866.700.6109	Monday -Friday 8:30 a.m. – 5 p.m.
HUSKY Premium Billing For HUSKY B & C (S05) premium billing issues only	800.656.6684	Monday -Friday 8 a.m. – 5 p.m.
HUSKY Spend down Processing Center For Spend down issues (amounts, acceptable expenses, expenses received/applied)	877.858.7012	Monday -Friday 8 a.m. – 5 p.m.
ConneCT My Account Help Desk Password resets	877.874.1612	Monday -Friday 8 a.m. – 5 p.m.
Connecticut DSS 1095B Information Center	1-844.503.6871	Monday – Friday 8 a.m. to 6 p.m.

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Home and Community Based Programs	1-800.445.5394 or 860.424.4904 (local Htfd. Area) https://www.ascendami.com/CTHomeCareForElders/default/	Monday – Friday 8 a.m. to 4 p.m.
Money Follows the Person Assists Medicaid-eligible individuals currently living in long-term care facilities in successfully transitioning back into the community. Assists <u>current</u> MFP participants with DSS benefits (eg: SNAP, Medicaid, Medicare Savings Program, etc.)	1-888.992.8637 To apply for Money Follows the Person, visit https://ctmfp.com	Monday – Friday 8:00 am to 4:30 pm
Community First Choice A State Plan service which allows eligible individuals access to Personal Attendant Care and other long term services and supports through self-direction.	To complete an application by phone, dial 2-1-1 and choose Option 3, then Option 5. To apply for Community First Choice online, visit https://ctmfp.com ----- For more information about CFC, call 1-888.992.8637	2-1-1 Phone Hours: 24 hours a day, 7 days a week ----- Monday – Friday 8:00 am to 4:30 pm