



# CLIENT REFERRALS

**Are you working with a HUSKY Health member who has:**

- Significant barriers accessing dental services?
- Complex needs that make obtaining dental services challenging?
- Phobia or resistance to obtaining dental services despite an acute need?

**There are two pathways to get support!**

**1 CALL our Call Center at 855-CT-DENTAL**

Speak with a representative who can match your client to a dentist, set appointments, or assist with transportation

**2 REFER to our Care Coordination Team**

Get help coordinating services for members who have complex oral health challenges



## Oral Health Care Coordination Referrals

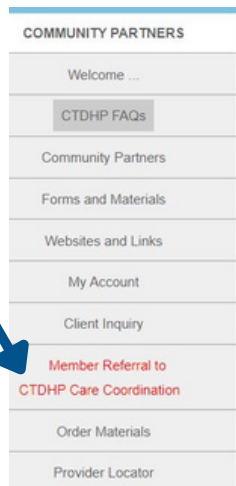
[www.ctdhp.com/cp\\_login.asp](http://www.ctdhp.com/cp_login.asp)

Register to become a community partner  
Access the online care coordination referral portal!



**1** Simply register as a Community Partner, if you haven't already. Multiple individuals in your organization can register.

**2** Once registered, log in and click:  
**Member Referral to CTDHP Care Coordination** on the left



As a registered **community partner** you may access additional tools in the CTDHP website. These include:

- **Member Referral** - Refer members with complex oral health challenges directly to the Care Coordination team.
- **Client Inquiry** - Look up eligibility status and treatment history for one or more clients. Client ID number and date-of-birth required.
- **Provider Locator** - Look up providers by zip code radius, language, and more. Client ID number and date-of-birth required.
- **Update Contact Info** - Update your address, phone, etc.

Use the additional links on the left to access these tools.

When you are done, log out using the last link on the left.

#### Contact Us

**855-CT-DENTAL (855-283-3682)** is the number to call for most of your and your client's needs. The number is answered by friendly, helpful, live representatives, Monday to Friday, 8:00 AM to 5:00 PM. They can provide referrals, appointment assistance, transportation assistance for most clients, translation services, benefit information and more.

**CTDHP Dental Health Care Specialists (DHCS)** cover six regions of the state and can help you if you need more assistance with the support services provided by CTDHP. They provide care coordination services for more complex cases and are knowledgeable about their regions. A seventh DHCS services clients with

**3** Confirm and check these boxes

### Member Referral

Please fill out the information in the form below, then click the "Submit" button.

- Member being referred to CTDHP is a HUSKY Health Member.
- Member has been made aware of this referral to CTDHP.

**4** Add the HUSKY Member's Information  
i.e. name, DOB, preferred language, and contact information

Let us know the Member's Oral Health Needs and any pertinent information to engage with your client.

*We will assign an Oral Health Navigator to start working with your client to meet their oral health care needs. We can also contact you with updates if you request.*

**It's just that easy!**