



# STATE OF CONNECTICUT

DEPARTMENT OF MENTAL HEALTH  
AND ADDICTION SERVICES  
*A HEALTHCARE SERVICE AGENCY*

M. JODI RELL  
GOVERNOR

PATRICIA A. REHMER, MSN  
COMMISSIONER

**To: All Community Residential Providers**

**Date: 3/22/2010**

**From: Patricia A. Rehmer, MSN, Commissioner** 

**Re: Utilization Management of Community Residential Programs**

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The Department of Mental Health and Addiction Services (DMHAS) is increasing emphasis on utilization management of its community residential programs. Through a centralized utilization management process, it is our intent to formalize goals and plans for individuals in the community in addition to facilitating continued learning and community integration for individuals discharged from inpatient settings.

We are aware that there is already a local process where your agency and the LMHA review clients, monitor their wellness, and the clients' ability to move to another level of care. We value this local process and want to see it continue as your staff know and understand the clients best. The centralized utilization management process, which will include monitoring admissions, discharges and lengths of stay, will formalize this review process using the DMHAS information system and Advanced Behavioral Health (ABH) to provide the structure to be able to review the system as a whole and to monitor the local process either from an individual agency or a regional perspective. This will enable the Department to know when and where we will have beds available and what the plan will be for the next admission.

In order for the utilization management of community residential programs to be a useful tool in creating movement and flow throughout community residential programs, service providers must submit timely and accurate data, including continuing to enter service and demographic data into DPAS (or DDaP in July 2010) and entering clinical information as defined into the ABH system. We have established trainings and developed written utilization management process for service providers. A schedule of trainings will follow shortly. ABH will also have a web page and Help Desk staff available to support providers during this transition.

Thank you for your ongoing cooperation and support.

/IW

Attachments: ABH User Form  
Data sheet  
Process and Work Flow  
Contact People: DMHAS and ABH

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