What is The Mental Health Waiver?   
The MHW is operated by the Department of Mental Health and Addictions Services (DMHAS) and the   
Department of Social Services (DSS) for Medicaid individuals with serious mental illness who either live   
in a nursing home or are at risk of institutional placement. The MHW permits Connecticut to provide a   
comprehensive array of home and community-based services that enable individuals to live safely in the   
community. Individualized recovery plans are developed with each person, which include rehabilitative   
or support services, the Community Support Program, Peer Support, Transitional Case Management,   
Supported Employment, Recovery Assistant, Non-Medical Transportation and specialized medical   
equipment.

What is your most popular service on The Mental Health Waiver?   
Recovery Assistant is our most popular service that The MHW offers since it is a combination of roles   
such as companion, homemaker, personal care attendant, and respite worker. Service activities include:   
performing household tasks, providing instructive assistance, or cueing the client to perform tasks, and   
providing supportive companionship. We conduct Recovery Assistant (RA) training for our credentialed   
providers on the MHW program. We do not provide RA Trainings for non-credentialed providers or   
individuals.

How do I apply for The Community Support Program (CSP)?   
Being accredited is one of the requirements to apply for CSP but an agency can go through the   
credentialing process for CSP if the agency is currently pending accreditation and if the provider   
has already been providing Case Management services through DMHAS. Most providers apply   
for RA after a year of providing RA services. If you are a current RA provider considering   
applying for CSP, we do require documentation to substantiate that your agency is in the   
process of becoming accredited.

Who qualifies as The Chief Clinical Officer?   
The Chief Clinical Officer can be one of the following: A licensed clinical social worker, licensed   
professional counselor, licensed marriage and family therapist, or a registered nurse.   
  
Are social security numbers necessary for the applications?   
The applications request personal social security numbers as a security measure since the   
programs are Medicaid funded. DSS and ABH will check for Medicaid fraud as a safeguard. All   
applications and personal information is kept secure and will not be disclosed to unauthorized   
individuals.

What if I have not been in business a year?   
If you have not been in business as a home health care provider or related license for at least a   
year, you are unable to be credentialed for the Mental Health Wavier. Once you have   
been in business a year and have a copy of your business license from the previous year as well   
as your current license, you may apply at that time.

Does my insurance policy have to be $ 1,000,000 per   
occurrence and $3,000,000 in order to become a provider?   
ABH will determine required reasonable amounts for such insurance from time to time, taking   
into account local community standards, but at all times said insurance coverage shall not be   
less than $1,000,000 per occurrence and $3,000,000 in the annual aggregate. We do not allow   
exceptions.   
  
Once I become credentialed, how do I get clients?   
The Mental Health Wavier has several clinicians that go out to assess clients and work out their   
care plan. The client is included in every aspect of the care plan including which agency will   
provide those agreed upon services. If you are selected by the client to provide a service, the   
clinician will contact your agency to set up the client for service. All care plans   
are evaluated every 6 months. Helpful tip: To become known among the clinicians,   
attend our Provider Meetings, which are held on a quarterly basis.

Can I refuse clients?   
Yes, you can refuse clients. We understand that some clients may be out of your service area,   
your agency may not have staff to take on a client, or due to financial reasons your agency may   
not be able to support a client such as a new client to the waiver.

If you decide to proceed with the credentialing process, please fill out the specific service application and the ABH general application. Please keep in mind that we will not consider any applications from providers that have not been in business for at least a year.   
If you have any questions, please contact the Program Specialist:   
  
Thelma Boisseau 860-638-5341   
tboisseau@abhct.com   
  
  
If we area at capacity, we will keep your application on file for future consideration.   
  
  
\*Thank you for your interest\*