



STATE OF CONNECTICUT MILITARY SUPPORT PROGRAM (MSP)

FREQUENTLY ASKED QUESTIONS (FAQs) MSP SERVICES IN FY17 August 2016 (Version 4.0)

Through the advocacy of the Department of Mental Health and Addiction Services (DMHAS) and the CT Army National Guard (CTARNG), Connecticut's **Military Support Program (MSP)** has received ongoing funding for state fiscal year 2017. Although the MSP has been in existence since 2007, recent changes have resulted in a change in the benefits available through the program.

1. HOW CAN I CONTACT THE MILITARY SUPPORT PROGRAM (MSP)?

ABH, Inc. will continue to operate the Toll Free Line MSP Call Center. The Call Center number is: **866-251-2913**. The Call Center is available for calls Monday through Friday, from 8:30 am to 5:00 pm. All available services are provided at no cost to the military member or their family.

2. HOW WILL THE MSP BE ABLE TO HELP ME?

The new MSP will focus on the following services;

- **Outreach** through involvement in the Yellow Ribbon Reintegration program and the Embedded Clinician program;
- **Intensive Community Case Management** to assist military members and their families with obtaining timely and appropriate services;
- **Referral** to local confidential counseling services using service member's insurance plans or to other free or affordable community resources.
- **Follow-up** through case management until a connection with resources is established.

MSP Services are provided at no cost to the military member or their family.

3. IF I HAVE PRIVATE INSURANCE, WHAT WILL THE MSP DO TO ASSIST ME TO CONNECT WITH A COUNSELOR?

Navigating through an Insurance provider directory to find a counselor can be daunting. The MSP staff will access the service member's in-network providers, formulate a list of local providers, and call the providers to ensure that they have openings and are familiar with military life issues. We try to match referrals with one of our credentialed providers and we make follow-up calls to ensure that service members find a good match with a counselor.

- 4. WHAT IF I DON'T HAVE INSURANCE AND NEED A COUNSELOR?** The MSP will provide free, intensive case management to assist service members to access state-funded outpatient services or to find a provider participating in a no-fee community program such as "Give-an-Hour". We will also help service members, or their families, with determining eligibility for insurance and applying for coverage.
- 5. WHAT IF I HAVE OTHER NEEDS, SUCH AS, EMPLOYEMENT, FINANCES OR HOUSING?** MSP staff will assess a caller's overall needs and identify resources that will meet those needs. MSP staff participates in several state and community coordinating committees that work to identify and resolve unmet needs for service members and their families. MSP works in partnership with CTARNG Behavioral Health, National Guard Service Member and Family Support Center, Vet Centers and VA Healthcare system to maximize access to existing services.
- 6. WHAT IS THE STATUS OF THE EMBEDDED CLINICIAN PROGRAM?** The Embedded Clinician services of the Military Support Program will continue to provide deployment health education to service members and their families and serve as key points of contact for behavioral health services. The Embedded Clinicians are licensed behavioral health professionals that are assigned to specific National Guard units and attend one drill day a month. The Embedded Clinician program continues to be unique in that no other state in the country established a program that embeds civilian clinicians within National Guard Unit's at the Company level.
- 7. HOW WILL CONFIDENTIALITY OF MY INFORMATION BE SECURED?** It is important for you to know that your involvement with the Military Support Program (MSP) is strictly confidential. Under no circumstance will an MSP staff member release any information to anyone relating to your involvement with the program.
- If you have been referred to MSP because of a positive drug screen, or your unit leadership has determined that you may benefit from substance abuse evaluation and treatment services, our staff will:
- Provide you with the names and contact information of three clinicians in your local area. It is up to you to choose the clinician with whom you wish to meet.
 - If you are required to provide verification to your unit leadership that you attended counseling, you must notify the clinician that you choose to see. Please know that MSP staff will not be able to provide such verification.

The Military Support Program is funded by the CT Department of Mental Health and Addiction Services (DMHAS) and operated by Advanced Behavioral Health, Inc (ABH).