



June 2019
Connecticut Medical Assistance Program
<http://www.ctdssmap.com>

The Connecticut Medical Assistance Program

Provider Quarterly Newsletter

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Attention: Select Clinics and FQHCs

Performing Providers Required for Select Clinic Providers And Federally Qualified Health Centers

The Department of Social Services (DSS) has been progressively implementing system changes to require all performing providers employed or contracted by specific clinic types to (1) be enrolled in the Connecticut Medical Assistance Program (CMAP) and (2) to be associated to that Clinic for the claim date of service. To date the implementations were November 1, 2018 for Family Planning Clinics, School Based Health Clinics, and Medical Clinics; and March 1, 2019 for Ambulatory Surgical Centers, Rehabilitation Clinic, and Free Standing Renal Dialysis Clinics.

Effective for dates of service July 1, 2019 and forward, DSS will require all performing providers employed by or contracted with Medical & Tribal Services Medical Federally Qualified Health Centers (FQHCs) who render services to HUSKY Health members to be associated to the FQHCs. To associate performing providers to your organization, the organization can use the “Maintain

Organization Members” panel to view, separate or add members to their organization once logged in to their Secure Web portal; these functions are only allowed to be performed by the organization’s local administrator (also commonly referred to as a master user). It is the organization’s responsibility to maintain proper member associations within their organization. Please refer to the following provider bulletins for additional information: for family planning clinics, school-based health clinics and medical clinics, refer to provider bulletin 2018-56; for ambulatory surgical centers, rehabilitation clinics and free-standing renal dialysis clinics, refer to provider bulletin 2018-86; and for medical and tribal services medical FQHCs refer to provider bulletin 2019-21. As a reminder, if a valid performing provider’s NPI is not present on the claim and/or the performing provider is not associated to the clinic, the submitted claim will be denied.

Attention: Select Clinics

Supervision of Individuals Not Licensed to Practice Independently When Providing Behavioral Health Services in Clinic Settings

The following categories of practitioners are considered to be “Non-Independent Behavioral Health (BH) Practitioners”, are not licensed to practice independently in accordance with Connecticut law, but may provide services in free-standing behavioral health clinics, behavioral health FQHCs and outpatient hospital behavioral health clinic settings under the Connecticut Medical Assistance Program (CMAP) when they have appropriate professional supervision;

- licensed master social workers (LMSWs);
- individuals certified, but not licensed, in a behavioral health field;
- license-eligible individuals, meaning individuals who have met all the requirements for a

license to practice except for passing the applicable licensure exam;

- individuals who are in the process of training in a profession for which there is a license to practice independently;
- individuals who are not licensed or certified, but who are otherwise qualified to perform services under the applicable clinic licensure category.

Supervision and documentation requirements and policy and regulations can be found under provider bulletins 2019-18 “Supervision of Individuals Not Licensed to Practice Independently When Providing Behavioral Health Services in Clinic Settings.”

Attention: Mental Health Waiver Program Performing Providers

Enrollment Reminder

Effective for dates of service **September 1, 2019 and forward**, MHW program performing providers, both organizations and individuals, will be required to enroll as billing providers to obtain reimbursement from DSS for MHW services provided to MHW clients. Providers must enroll online via the Web portal on the www.ctdssmap.com Web site as a Mental Health Waiver (MHW) Service or Assisted Living Service Agency (ALSA) provider, based on the services they are credentialed to provide to MHW clients. Online enrollment has been available to providers enrolling as a MHW

Service and ALSA providers since May 22, 2019. As the enrollment process may take several weeks to complete, providers are encouraged to enroll as soon as possible to ensure they are actively enrolled as billing providers prior to September 1, 2019.

Provider Credentialing – MHW Service and ALSA providers are further reminded that they must be currently credentialed by Advanced Behavioral Health (ABH), Fiscal Intermediary for the MH Waiver to complete the enrollment process. **ABH will provide a credentialing letter for all MHW**

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Service and ALSA Providers who need to enroll as billing providers. Providers must submit their ABH credentialing letter to DXC Technology, before their application can be submitted to DSS Quality Assurance for approval.

Providers enrolling as an ALSA provider must also have an updated DPH ALSA license on file, however, a copy of the license is not required as part of the enrollment application process. The license number, however, will be required as part of the online enrollment process.

Successfully Enrolled providers will receive both an Enrollment Approval and PIN letter to set up their Secure Web Account for the MHW program. The setup of a secure Web account allows the provider

access to multiple on-line functionalities to maintain an updated enrolled provider file in addition to multiple functionalities to support successful claim submission such as client eligibility verification, prior authorization (PA) inquiry and online claims submission and claim adjustment.

DXC Technology will be offering billing and online claim submission workshops for providers who have successfully completed the online enrollment process in late July and early August. Providers should look for these workshop invitations via e-messaging or online at www.ctdssmap.com beginning in early July. From the Website Home page select the “Provider Training” link. Registration for one of these MHW workshops will be accessible under the “Workshop Invitations” heading.

Attention: All Providers

eDelivery of Letters

The Department of Social Services (DSS) is excited to announce the implementation of electronic delivery (eDelivery) of letters in the Connecticut Medical Assistance Program (CMAP). This is replacing the mailing of many paper letters that providers were receiving through the United States Postal Service (USPS).

eDelivery is accomplished by posting the letters to the provider’s Secure Web portal account for retrieval (eDelivery letter retention will be approximately six (6) to twelve (12) months, at which time they will be removed and will no longer be available). An email notification is sent from the email address ctdssmap@dx.com notifying the user that a letter(s) has been posted. Emails are sent daily for the letters that are posted on the

previous day. To reduce the number of emails a user may receive, only one email is generated even if multiple letters are posted the previous day. If a clerk is associated to multiple master users, the email will indicate the master user(s) to which the posted letters apply.

Primary Account holders have been automatically set up for eDelivery. A clerk can access eDelivered letters if assigned that permission by their primary account holder. This can be done through two roles:

- the existing role of Trade Files (has been renamed Trade Files Includes eDelivery) – allows access to download all files
- a new role of Trade Files eDelivery Only – allows access to eDelivery letters only

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To assign either of the above roles to the clerk, the primary account holder should access the Clerk Maintenance section from the Secure Site

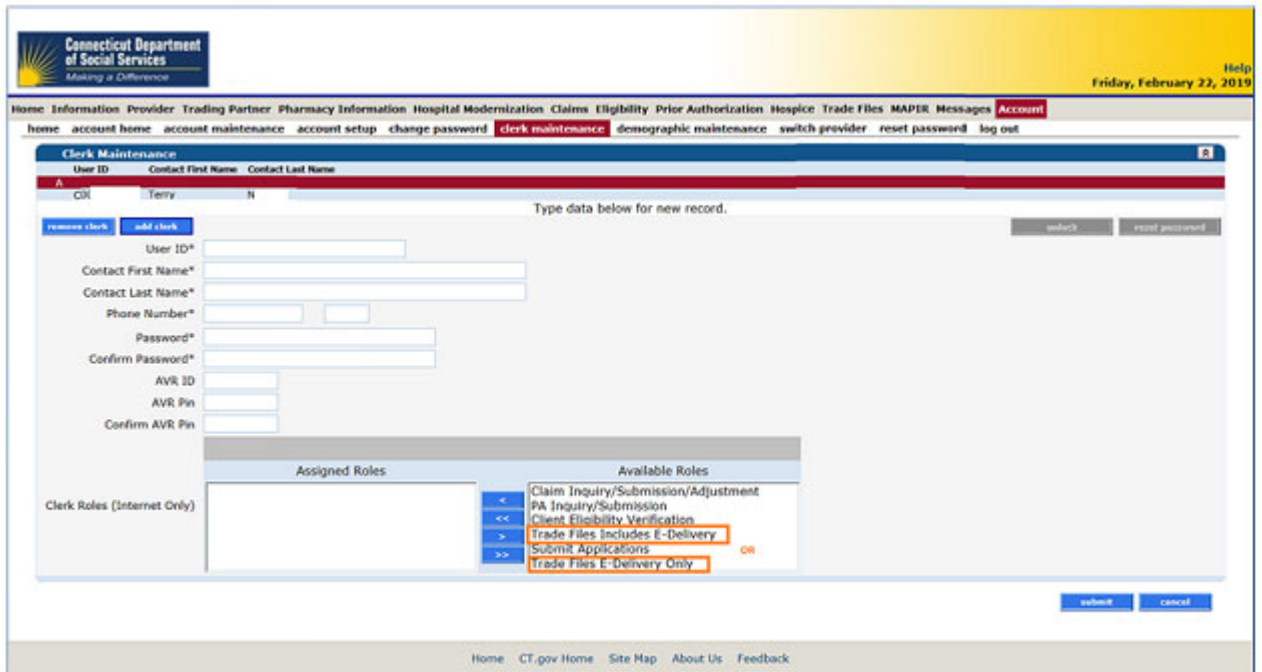
from either the Account sub-menu or the Account drop-down menu.



Change Password

The following screen print displays the two roles that can be assigned to a clerk that include eDelivery:

(Clerks can be assigned either role, but not both).

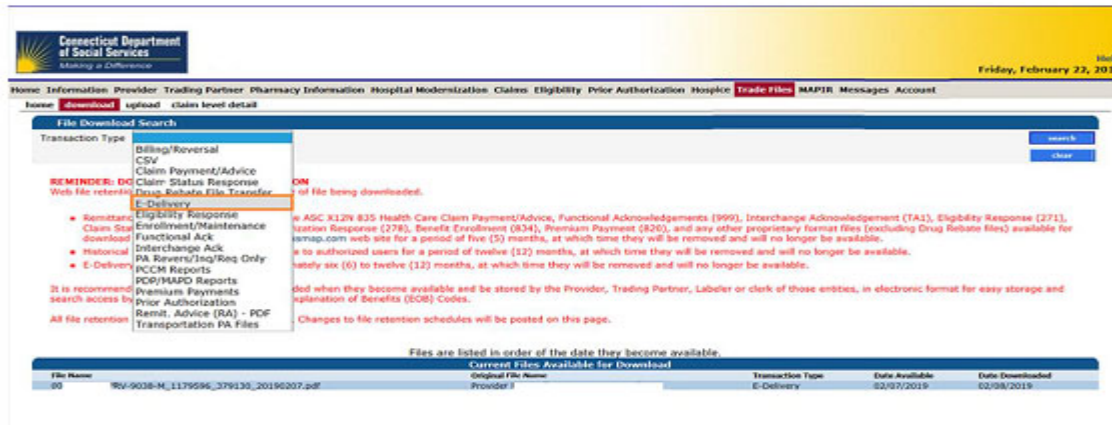


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A user can download their letters by selecting Trade Files, then Download from the menu items. Select E-Delivery from the Transaction Type field.

A user can sort their letters by title, date available and date downloaded.



eDelivery has been phased in as follows:

As of March 27, 2019:

- Letters to Organizations Confirming Changes Made via Secure Web Portal Maintain Organization Members Panel
- Electronic Funds Transfer (EFT) Letters

As of May 1, 2019:

- Provider re-enrollment/add alternate service location address notification, reminder, approval, and denial letters
- Letters to performing providers when joining/separated from organization
- HUSKY Health Primary Care Payment Program approval, denial and update letters
- Out of State Provider license verification request and deactivation letters
- Vehicle registration expiration letters
- Provider fingerprint background check related follow-up letters (note: the initial fingerprint letter will be mailed)

As of May 29, 2019:

- Non-Pharmacy Prior Authorization (PA) letters
- Trauma letters
- Trading Partner New Transaction Approval letters
- Trading Partner Update letters

To avail of this functionality fully and ensure that they do not miss any important information emailed to them, primary account holders (also referred to as master users) and clerks are advised to ensure their email addresses with CMAP remains current. This can be done via “Account Maintenance” once logged into their Secure Web portal. Further, in order to avoid receiving unnecessary email notifications, primary account holders are reminded to assign only those roles to clerks that are appropriate for performing their job.

Attention: All Providers

Provider Workshop Trainings

Are you in need of a refresher? Have you attended a previous training and would like to share that presentation with team members at your office? Providers can take advantage of our Provider Workshop trainings by visiting our Web site at www.ctdssmap.com and selecting Information > Publications and scrolling down to the section titled Provider Workshop Invitation Forms. Providers can also access the workshop materials on the Web by selecting Provider > Provider Services and scrolling down to the bottom of page to locate the click “here” link under Provider Training or by clicking on the Provider Training link on the left side of the Home page.

The training page is updated frequently throughout the year for providers to obtain information on Provider Refreshers, New Provider Workshops and other important informational workshops offered

by the Department of Social Services (DSS) and DXC Technology on all providers' areas of expertise. Once you click on the link to the workshop you would like to attend, you can find information on whether the topic is being delivered through a Virtual Room training session or in-person at Connecticut Hospital Association (CHA) or Windham Hospital. The dates of the workshops and the dates that registration is due are listed on the invitation. Once you click on the Registration Date you would like to attend, the registration link will take you to where the provider can fill out the Provider Name, NPI Number, Contact Name, Telephone Number, Email Address and the Name of Attendee that will be attending the workshop and Click on “Register Now”. If the presentation has already happened, you can click on the “presentation” link and get the PDF version of that workshop/ training to share.

Attention: ABI, CHC, PCA, Autism and Home Health Providers

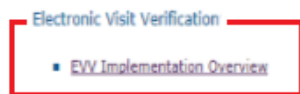
Introducing the EVV Web Page

Effective May 8, 2019, an Electronic Visit Verification (EVV) Web page was added to the www.ctdssmap.com Web site. This EVV Web page allows EVV service providers and their office staff to more easily locate and reference EVV resources to assist them in using the EVV system. All of the information previously housed on the Electronic Visit Verification Implementation Important Message, found on the www.ctdssmap.com Home

Page, has been relocated to the newly added EVV Web page and categorized for easy navigation. To access the EVV Web page, select Electronic Visit Verification from the www.ctdssmap.com header, or EVV Implementation Overview in the Electronic Visit Verification quick links box on the far left of the CMAP Home page. Once on the EVV Overview Implementation Page, a user can navigate to the subpage of their choice.

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The EVV Web page is divided into the following six (6) sections:

The **New Provider Information Page** helps new EVV service providers or office staff become familiar with the EVV program. Among the resources on this page are the EVV Service Code Listing, which identifies which service codes are EVV mandated and which are optional, the Finalized Reason Code List that providers should reference when justifying changes made to visit data in Santrax, and non-provider specific documents that are found in all Welcome Kits issued to EVV service providers.

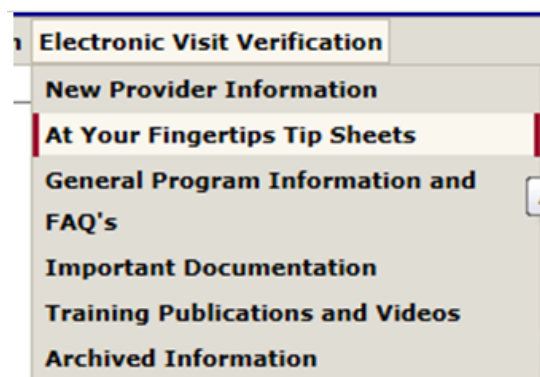
The **At Your Fingertips Tip Sheets** page houses all of the published At Your Fingertips tip sheets. At Your Fingertips tip sheets are designed to help providers navigate EVV by answering common questions and resolving common issues encountered by providers in their use of the EVV system. The tip topics are generated by questions submitted to Sandata Customer Care, the EVV email box ctevv@dxc.com, or in communications to DSS for assistance.

The **General Program Information and FAQ's** page has program information all providers should be familiar with prior to using EVV. The links on this page include the EVV Service Code Listing, which provides a list of the EVV mandated and optional service codes, and the Frequently Asked Questions document, which has over 200 questions about the EVV program and Santrax functionality and their responses.

The **Important Documentation** page contains important messages and notifications published to assist agencies in their use of the Santrax system.

The documentation is categorized by purpose and/or functionality and includes a listing of EVV related Provider Bulletins and Important Messages, specifications to set up a third-party interface and a historical listing of Santrax App messages.

The **Training Publications and Videos** page contains all the documents and videos that can be used to train new staff and refresh current staff in their use of the EVV system. The page contains a link to instructions for enrolling in the Learning Management System (LMS), a Web-based learning platform that provides the training a new agency must complete in order to request and receive their Welcome Kit.



The **Archived Information** page contains information that should be referenced for historical purposes only and should not be referenced while using the current EVV system.

We encourage all providers and their office staff to familiarize themselves with the new EVV Web page and the many resources it provides for EVV service providers. For more information regarding the EVV Web page, please contact the EVV mailbox at ctevv@dxc.com.

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Appendix

Holiday Schedule

Date	Holiday	DXC Technology	CT Department of Social Services
7/4/2019	Independence Day	Closed	Closed
9/2/2019	Labor Day	Closed	Closed
10/14/2019	Columbus Day	Open	Closed
11/11/2019	Veterans Day, observed	Open	Closed
11/28/2019	Thanksgiving Day	Closed	Closed
11/29/2019	Day after Thanksgiving	Closed	Open
12/25/2019	Christmas	Closed	Closed

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Appendix

Provider Bulletins

Below is a listing of Provider Bulletins that have recently been posted to www.ctdssmap.com. To see the complete messages, please visit the Web site. All Provider Bulletins can be found by going to the Information -> Publications tab.

PB19-37	Clarifying the Guidance for Electronic Consultations Performed by Federally Qualified Health Centers	PB19-21	Performing Providers Required for Select Federally Qualified Health Centers (FQHCs)
PB19-36	July 2019 Update to MEDS Fee Schedule	PB19-20	Electronic Letters Delivery Implementation Update
PB19-35	Private Non-Medical Institution (PNMI) Rates For Adult Mental Health Rehabilitation Services	PB19-19	Treatment for Gender Dysphoria—Gender Affirmation Surgical Procedures
PB19-34	Expedited Medicaid Eligibility Processing For Individuals with Medical Emergencies	PB19-18	Supervision of Individuals Not Licensed To Practice Independently When Providing Behavioral Health Services in Clinic Settings
PB19-33	Updating Tuberculosis Limited Benefit	PB19-17	Electronic Visit Verification (EVV) Compliance Requirements Update
PB19-32	Billing Clarification for Brand Name Medications on the Preferred Drug List (PDL)	PB19-16	Enhanced Care Clinic Movement Request
PB19-32	Reminder About the 5 day Emergency Supply	PB19-15	Implementation of Electronic Delivery of Letters—Replacement to the Mailing of Connecticut Medical Assistance Program Letters
PB19-32	July 1, 2019 Changes to the Connecticut Medicaid Preferred Drug List (PDL)		
PB19-31	Implementation of Electronic Delivery of Letters Update—Final Phase	PB19-14	Updated Coding Guidelines for the Behavioral/Developmental Component Of Multi-Disciplinary Examinations
PB19-30	Corneal Collagen Cross-linking: New Coverage Guidelines and Prior Authorization Form	PB19-13	Changes to Behavioral Health Prior Authorization Requests for Home Health Services to Waiver Clients
PB19-29	Increase Per Diem Reimbursement Rates	PB19-12	Updating the Guidance for Electronic Consultations
PB19-28	New Billing Instructions for Hemlibra—Emicizumab Injection	PB19-11	CAR T-Cell Therapy Coverage Guidelines
PB19-27	Important Enrollment and Claim Submission Changes for Providers of Mental Health Waiver Services under the Mental Health Waiver Program	PB19-10	2019 Fee Schedule HIPAA Compliant Update For Psychological and Neuropsychological Testing
PB19-26	Bone-Anchored Hearing Aids (BAHAs) Coverage Guidelines	PB19-09	Special Services—Birth to Three Years—HIPAA Compliant Update
PB19-25	Removal of Prior Authorization/Registration for Behavioral Health Professional Services Rendered During a Medical Inpatient Stay	PB19-08	2019 Update to MEDS Fee Schedule
PB19-24	Annual Dental Benefit Maximum	PB19-06	Increasing the Reimbursement Rates for Select Long-Acting Reversible Contraceptive Devices
PB19-23	Introducing the Electronic Visit Verification (EVV) Web Page	PB19-05	Vehicle Registration Information Requirements
PB19-22	Electronic Claims Submission, Web Remittance Advice, Check, EFT and 835 Schedule (HUSKY Health Program)		

What regular feature articles would you like to see in the newsletter? We would like to hear from you!!

CTDSSMAP-ProviderEmail@dx.com

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DXC Technology
PO Box 2991
Hartford, CT 06104

www.ctdssmap.com