

interChange Provider Important Message

Attention: Providers of Department of Developmental Services (DDS) Specialized Services to Clients Residing in a Nursing Facility

Effective for dates of service February 1, 2019 and forward, providers of DDS Specialized Services to clients residing in a Nursing Facility must submit claims directly to DXC Technology to be reimbursed by the Department of Social Services (DSS). Providers are reminded that reimbursement for services provided to a nursing facility resident are contingent upon the provider being an actively enrolled DDS Specialized Services provider, the client having an active HUSKY C or HUSKY D benefit plan and a Prior Authorization (PA) from DDS being on file for the provider, client, procedure code, date of service and units billed.

DXC Technology is sending this Important Message to notify providers they are working with DDS to assist in the submission of a valid PA file for the authorization of DDS Specialized Services. As a result, until this issue is resolved, providers should verify PA via their Secure Web account at www.ctdssmap.com, by selecting Prior Authorization Inquiry from the Prior Authorization menu. Claims submitted for services that do not have PA will deny.

Once a valid PA file is received from DDS, DSS has requested that DXC Technology identify and reprocess claims that denied for Explanation of Benefit (EOB) code 3003 - "Prior Authorization Required for Payment of this Service", as a result of the delay in receipt of PA. Providers will be notified via a Banner Page message on a future Remittance Advice when this will occur.