



**TO: All Providers**

**RE: New Explanation of Benefit (EOB) Codes for Manually Priced Claims**

The Department of Social Services (DSS) is pleased to announce that new Explanation of Benefit (EOB) code messages will be added for claims containing Manually Priced procedure codes. The purpose of these new codes is to better assist providers with the current status of a manually priced claim that was submitted to DXC Technology.

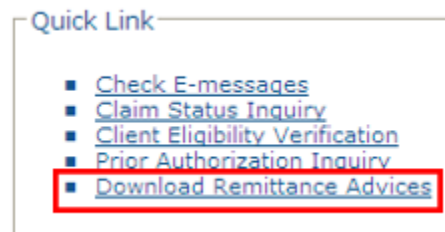
Manually priced claims will continue to suspend for edit 6000 – “Suspended Manually Priced Claim Currently Under Review”. However, beginning on August 1, 2017, providers will begin to see the following new EOB code messages.

<b>EOB Code and Message</b>	<b>Definition</b>
<b>6000</b> - Suspended Manually Priced Claim Currently under Review.	Claim has been received by DXC Technology and is currently under review.
<b>9100</b> - Paid Manually Priced Claim	Claim has been paid by DSS after review.
<b>9101</b> - Denied Manually Priced Claim after review	Claim has been denied by DSS after review.
<b>9102</b> - Suspended Manually Priced Claim Requires Medical Summary for further review - Fax 1-877-413-4421	DSS requires the medical summary for further review. The medical summary should be faxed to 1-877-413-4421 with the Internal Control Number (ICN) noted on the first page of the fax. Please also list the

	sender's name and contact phone number.
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These EOB code messages will be visible to providers on the PDF Remittance Advice (RA) and also by performing a claim status inquiry on the provider's Secure Web Portal account.

In order to access the RA, go to [www.ctdssmap.com](http://www.ctdssmap.com) and log into the Secure Web Portal. Click on the Download Remittance Advices from the Quick Link box on the account home screen.



In order to perform a Web Claim Inquiry, go to [www.ctdssmap.com](http://www.ctdssmap.com) and log into the Secure Web Portal. Click on the Claims tab on the main menu. Enter enough information to satisfy at least one of the following criteria:

- ICN,
- Client ID and From and Through Dates of Service,
- Prescription Number

If more than one claim match is returned, click anywhere on a given row of the claim to be viewed. Scroll down to the EOB Information panel to view the description message associated with the manually suspended/processed procedure code.

Please contact the Provider Assistance Center at  
1-800-842-8440 from 8:00 a.m. to 5:00 p.m.  
Monday through Friday with any questions.



Questions? Need assistance? Call the Provider Assistance Center Mon–Fri 8:00 am – 5:00 pm  
Toll free 1-800-842-8440 or write to DXC Technology, PO Box 2991, Hartford, CT 06104  
Program information is available at [www.ctdssmap.com](http://www.ctdssmap.com)