



TO: All Billing Providers

RE: Web Portal Enhancement – Alternate Service Location Addresses

Pursuant to §455.450 of the Affordable Care Act, a State's Medicaid Agency must screen all initial provider applications, including applications to enroll a new service location. Currently, providers enrolled in the Connecticut Medical Assistance Program (CMAP) are required to follow this practice by contacting DXC Technology to obtain a new Application Tracking Number (ATN). On **April 11, 2018**, the Department of Social Services (DSS) will implement new functionality that will allow billing providers to specifically classify an application for the purpose of adding an alternate service location address(es) using the online Enrollment/Re-enrollment Wizard. This enhancement will eliminate the need for providers to contact DXC Technology to first obtain an ATN.

When would I submit an Add Alternative Service Location Address application?

A new alternate service location address application must be submitted when a provider is expanding the number of practice locations. More than one new practice location may be submitted in one application.

Do not use this application to:

1. Change an existing address(es) of a practice.

These changes are part of regular maintenance and should continue to be performed on the Demographic Maintenance panel in the www.ctdssmap.com Secure Web portal. For more information regarding Demographic Maintenance, please refer to Chapter 10 of the Provider Manual. This chapter is available at www.ctdssmap.com

under Information > Publications > Provider Manuals.

2. Add a practice location to an Automated Voice Response System (AVRS) ID that already exists under another billing AVRS ID registered to that provider.

In these instances, you must submit a letter on the provider's letterhead detailing the request and send that to the Provider Enrollment Unit at DXC Technology.

Additionally, if an address needs to be added to a performing provider within an organization due to that organization offering additional service locations, that new address must first be added to the organization's billing provider AVRS ID. Once that is done, a letter must be submitted on the provider's letterhead to DXC Technology's Provider Enrollment Unit detailing 1) the performing provider's name, 2) their AVRS ID and 3) the new practice location address(es) to be added.

In either of the above scenarios, an Add Alternative Service Location Address application would not be appropriate.

Mail to the DXC Technology Provider Enrollment Unit should be sent to:

DXC Technology
P.O. Box 5007
Hartford, CT 06102-5007

Or, you may send a fax on your organization's letterhead to 1-877-899-5401.

How to start the new alternate service location address application?

To begin a new add alternate service location address application, navigate to the www.ctdssmap.com Web site and log into your Secure Web portal account. Once logged in, select Provider > Add Alternate Svc Loc Address.



The on-line Enrollment/Re-enrollment Wizard will open and the process will be similar to a re-enrollment application. Existing provider data will be pre-populated in the panels that appear for the provider to verify prior to submittal. The Additional Service Location Address panel is where a provider must enter at least one new address. The provider will also have the ability, on this panel, to indicate other AVRS IDs that share a National Provider Identifier (NPI) or, in the case of atypical providers, that share a Tax ID to which the new address(es) must be added. At the completion of the application, dependent on provider type/specialty, you may be presented with a panel that details the follow on documents that must be submitted for the application to be processed. The address to which these follow on documents must be submitted can be found above.

At the conclusion of the Add Alternative Service Location Address application, the provider will be required to electronically sign a new provider agreement.

Upon submission of the application, a new ATN will be created to track this request.

The application is subject to all screening activities, including final review and approval by DSS' Quality Assurance Unit.

Providers have 60 days from the date of submission to provide any follow-on documents necessary for the completion of their application. If the follow-on documents are not received within 60 days, the ATN will be denied and a new application will be required to add the alternate service location address(es).

What happens after a new Alternative Service Location Address application has been approved?

Once the alternate service location address application is reviewed and approved, the primary provider's information is updated with the new address location(s) and any other revised information the provider has supplied, and their provider re-enrollment due date is reset. The provider will see a new re-enrollment due date on their secure Web site Home page. Any other AVRS IDs specified on the Additional Service Location Address panel will be updated with the new address(es), as well. However, no other information is updated on these other AVRS IDs.

Providers will be notified via letter when their application has been either approved or denied. If the letter is to advise the provider that their application has been approved, the letter will include the other AVRS ID(s) to which the newly added address has been added.

If the application is denied, the provider will receive the standard application denial letter and the provider will be dis-enrolled from the Connecticut Medical Assistance Program.

Who can submit an Add Alternative Service Location Address application?

In addition to the provider (i.e. the master user) being able to submit this new application, a new clerk role, Submit Applications, has been created to allow providers/master users to designate clerks to submit the add alternate service location address application. A master user is required to add the Submit Applications role to the clerk(s) that will be responsible for updating their organization's service location. To assign the Submit Applications role, a master user will sign into their Secure Web portal account, select Clerk Maintenance and assign the role of Submit Applications.



If a clerk is associated to multiple AVRS IDs, they will need to be aware of the AVRS ID that they are signed in under and must use the switch provider functionality if the application needs to be submitted under another AVRS ID.