



**TO: All Providers and Trading Partners**

**RE: Implementation of Electronic Delivery of Letters Update**

The Department of Social Services (DSS) is pleased to provide an update to the electronic delivery of letters implementation. As previously communicated in provider bulletin PB19-15, Implementation of Electronic Delivery of Letters, this initiative will eventually replace the mailing of many paper letters that providers currently receive from the Connecticut Medical Assistance Program (CMAP) through the United States Postal Service (USPS).

As of May 1, 2019, the second phase of this project will include letters which will be for both active billing and performing providers that have established Secure Web portal accounts. The letters included in this phase include such things as:

- 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)

The third wave of letters to be implemented in eDelivery is targeted for June 2019. This phase will include non-pharmacy prior authorization notices and third party liability (TPL) trauma questionnaire letters. A final provider notification will be sent announcing the date.

### **Clerk Maintenance**

It is the responsibility of the master user to maintain their list of clerks and their assigned roles, which includes deleting clerk IDs when an individual is no longer with their organization. The Trade Files Includes E-Delivery role allows clerks to download remittance advices (RAs) and access eDelivered letters. If a clerk should not have access to either of those functions, that role should be removed for that clerk. If a clerk should only be allowed to access eDelivered letters, that clerk should be assigned the Trade Files E-Delivery Only role.

**PLEASE NOTE:** Providers/trading partners are reminded to regularly check your spam folder (may also be called Junk Email folder depending on the email software used) if you are not receiving the email notifications alerting you that a letter has been posted to your Secure Web portal account.

**\*IMPORTANT:** Whether you are a provider/trading partner master user or a clerk, it is very important to ensure your email address remains current.

Providers/trading partners may refer to provider bulletin PB19-15 for information on how to access letters, procedures on how to update clerk roles, retention period information, procedures for accessing locked or disabled Secure Web portal accounts and instructions for providers who do not currently have a secure Web portal account but would like to take advantage of the Electronic Delivery of Letters functionality and create a Secure Web Portal account.