

interChange Provider Important Message

Attention: All Providers

The Connecticut Medical Assistance Program (CMAP) would like to inform providers of an upcoming menu option change to the Automated Voice Response System (AVRS) for the Provider Assistance Center (PAC). Beginning July 22, 2019, The Claim & Enrollment Assistance menu option #6 will change from Behavioral Health to Client ID Mismatch. PAC will assist providers experiencing discrepancies with client verification, such as multiple clients matching the identification criteria or when the two forms of identification do not match.

Providers who have performed a client eligibility verification and received a client ID mismatch message should use this option for assistance in obtaining client ID information by dialing 1-800-842-8440, selection option #2 for Claim and Enrollment Assistance and then select option #6 for Client ID Mismatch. Please note that providers must have the Eligibility Verification number for the client verification discrepancy when contacting PAC so that the agent can assist them with their inquiry.