



**TO: Personal Care Assistance (PCA) Waiver Agency Providers, PCA Waiver Access Agencies and PCA Waiver Fiduciary**  
**RE: Important PCA Waiver Provider Enrollment and Claim Submission Changes for Agency Providers of Adult Family Living and Support Broker Services Under the PCA Waiver Program**

The Department of Social Services (DSS) will be making changes to the administration of the Personal Care Assistance Waiver (PCA) program. **These changes are targeted for claims with dates of service February 25, 2016 and forward.** Current billing practices will remain in effect until that time.

**Effective for dates of service February 25, 2016,** PCA Waiver Agency Providers of Adult Family Living and Support Broker services will no longer submit claims for these services to Allied Community Resources. Claims for these services to PCA Waiver clients will be submitted directly to Hewlett Packard Enterprise, who will make payment directly to the service provider.

To facilitate this change, all **PCA Waiver Agency providers of Adult Family Living or Support Broker services must enroll in the Connecticut Medical Assistance Program (CMAP) with a provider type of “Personal Care Services” and specialty of “PCA Service Provider” in order to receive reimbursement for services rendered on or after February 25, 2016.**

### **Provider Enrollment**

PCA Waiver Agency providers who have been credentialed by Allied Community Resources to provide Adult Family Living and/or Support Broker services may now begin enrolling as “PCA Service Providers”. To enroll, providers must go to the [www.ctdssmap.com](http://www.ctdssmap.com) Web site and select “Provider Enrollment” from the

Home page to access the enrollment Wizard.

**PLEASE NOTE:** Providers should read all instructions prior to proceeding with the online enrollment process. “PCA Service Providers” are not required to enroll with an NPI and taxonomy. Paper applications will not be accepted.

Once the online application is submitted, providers should take note of the Application Tracking Number (ATN). The ATN will allow providers to track the status of their enrollment application, by selecting “Provider Enrollment Tracking” from the provider main menu on the [www.ctdssmap.com](http://www.ctdssmap.com) Web site Home page.

**Providers are encouraged to enroll as soon as possible as the enrollment process may take up to four (4) weeks to finalize.** Providers who enroll within a six month period after February 25, 2016, however, will still be able to indicate an effective date of February 25, 2016.

Successfully enrolled providers will receive a Provider Enrollment Approval Notice, AVRS ID, and initial password under separate cover in order to set up a secure provider Web account. Setup of a secure Web account is necessary to access a number of Web based tools such as client eligibility verification, claim submission, claim inquiry, and access to the Remittance Advice. Providers will also have access to care plans for the approved services they are to provide to PCA clients. This will allow providers to monitor the number and frequency of services approved and care plan changes

against units of service performed, to avoid over service and claim denials.

### **Provider Re-enrollment**

Re-enrollment for “PCA Service Providers” will occur every two (2) years. Six months prior to their re-enrollment due date, providers will receive notification from Hewlett Packard Enterprise that it is time to re-enroll along with an Application Tracking Number (ATN).

**Prior to re-enrolling, providers must successfully re-credential with the DSS PCA Fiduciary, Allied Community Resources, as an Adult Family Living and/or Support Broker provider. Providers should reenroll as soon as possible after successfully re-credentialing with Allied Community Resources.**

To re-enroll, providers will go to the [www.ctdssmap.com](http://www.ctdssmap.com) Web site and select “Provider Re-enrollment” from the drop down “Provider” menu. Providers will enter the ATN provided and their AVRS ID. The ATN expedites the re-enrollment process by allowing the provider access to prior enrollment data. Providers should carefully review the data for accuracy, making changes as applicable before submitting their re-enrollment application. **PLEASE NOTE:** Changes cannot be made via the Web portal once the application is submitted. Additional changes must be submitted on paper to the Hewlett Packard Enterprise Provider Enrollment Unit. The ATN of the online application should be indicated on all additional documentation submitted to expedite the enrollment process.

Once the online re-enrollment application has been submitted, the re-credentialing approval letter from Allied Community Resources must be sent to the Hewlett Packard Enterprise Provider Enrollment Unit before the provider can be re-enrolled. Providers should also

indicate the ATN on the letter to expedite the enrollment process.

### **Provider Training**

Hewlett Packard Enterprise will offer online enrollment training to PCA Agency providers of Adult Family Living and Support Broker services who will be enrolling as “PCA Service Providers” **in early February 2016.**

**Additional training will be provided in February 2016** regarding such topics as secure Web account features, claim submission and resources available to enrolled providers.

Providers should look for invitations regarding training **beginning in January.** Workshop invitations may be obtained via electronic messaging. Agencies interested in obtaining these workshop invitations via electronic messaging should perform the following steps to subscribe:

1. Access the [www.ctdssmap.com](http://www.ctdssmap.com) Web site.
2. Select Provider > E-mail Subscription from the drop-down menu.
3. Once on the E-mail Subscription page, enter the e-mail address you wish to subscribe.
4. Re-enter the e-mail address for verification.
5. From the right hand side of the page, use the checkboxes to select “**Personal Care Services**” and any other available subscriptions you would like to receive.
6. Once complete, select Save.

Please note that, if you are already subscribed, you will receive a message that states “The e-mail address already exists”. If you receive this message, you may proceed to modify your existing subscription to include Personal Care Services, if not already selected.

A detailed user guide is available on the E-mail Subscription panel by selecting the link that states “Click here”. Once you have successfully subscribed or modified your existing subscription, you will receive a confirmation email that includes the provider type(s) and/or topic(s) you selected from the checkboxes.

**Workshop invitations will also be posted on the [www.ctdssmap.com](http://www.ctdssmap.com) Web site.** From the Home page, select Provider Services then scroll down to Provider Training and click “here”. Scroll to the workshop schedule where providers can register online and get directions to workshop locations, when available.