

interChange Provider Important Message

CT Medicaid Provider File Request

The purpose of this Important Message is to request providers correct and update existing Medicaid Provider information in the CT Medicaid MMIS system.

The Department of Social Services (DSS) is requesting that all Medicaid providers take a moment over the next few weeks to review their provider file for accuracy and completeness.

Thousands of members statewide rely on the accuracy of this source of information to find a suitable health care provider. Incorrect addresses and phone numbers may affect a member's ability to contact you. Erroneous physician affiliation with a group may increase incorrect calls into your office.

Making sure the information contained within the MMIS system is accurate will also help you avoid claims payment issues and lighten the load on your office staff that has to resubmit claims. An example of this is ensuring providers in your organization are correctly associated to your group/organization.

The state relies on this information to be accurate to create programs to benefit our providers and members alike.

Please take a moment after receiving this message to quickly log on to www.ctdssmap.com and click on the "Demographic Maintenance" tab to view and edit your Provider file. Below is the list of data elements that can be verified and updated.

Your correction today could help a member in need receive the care they need tomorrow.

Data Elements Providers can update:

Service Location Address (including telephone and fax numbers)

Pay to Address (including telephone and fax numbers)

Mail to Address (including telephone and fax numbers)

Enrollment Address

Alternate Service Location Address

Electronic Funds Transfer (EFT) information

Financial Institution Routing Number

Provider's Account Number with Financial Institution

Type of Account at Financial Institution

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Language

Effective Date

End Date

Organization Members

Current Members

To update your provider profile, the main account administrator can log into their secure Web account from the www.ctdssmap.com Web site and click on the "Demographic Maintenance" tab. Once on the Demographic Maintenance page, the provider can select from options listed as links below the Demographic Maintenance header panel. For instance, you can update your address* if you happen to move to a new location; all you have to do is click on the "Location Name Address" link, select the address to be updated, click on the "Maintain Address" button to type in the new address and then save your changes. You can also add or remove performing providers to your group practice as applicable by clicking on "Maintain Organization Members". For detailed instructions, please refer to Section 10.18 "Provider Demographic Maintenance" in Chapter 10 of the Provider Manual. The chapter is available from the Web site www.ctdssmap.com by clicking on "Publications" under Information, scrolling down to Provider Manuals and then clicking on "Web Portal/AVRS".

If further assistance is needed in updating the information from your secure Web account please contact the Provider Assistance Center at 1-800-842-8440 between the hours of 8:00 AM to 5:00 PM Monday through Friday.

*There are special instructions for PCMH providers and licensed facilities such as hospitals, pharmacies and clinic providers for updating their service location or alternate service location addresses. Please refer to the warning messages on the Web pages, as well as Chapter 10 for additional information.