



September 2022  
Connecticut Medical Assistance Program  
[www.ctdssmap.com](http://www.ctdssmap.com)

The Connecticut Medical Assistance Program

# Provider Quarterly Newsletter

## New in This Newsletter

- **Waiver Service, Home Health, Hospice Providers:**  
Provider Education Reminder—Provider Workshops/Provider Training Page
- **All Providers:**  
Provider Services Link

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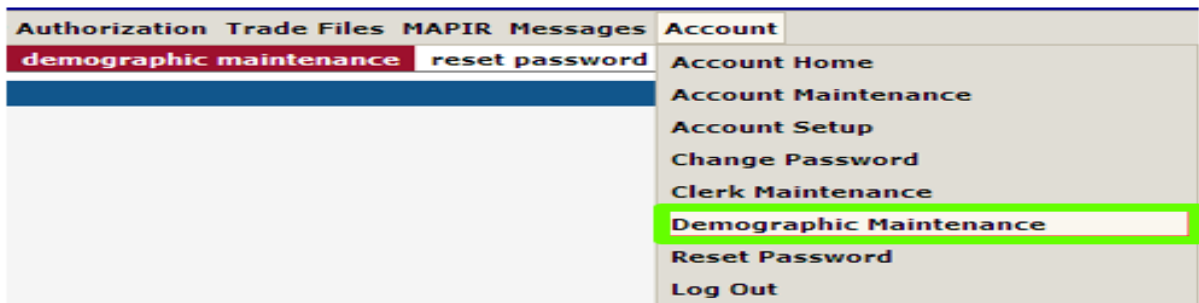
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## Attention: All Providers

### Electronic Funds Transfer (EFT) Reminder

The EFT (Electronic Funds Transfer) Account (account that receives all CMAP related reimbursements) information must be updated by the provider in a timely manner when bank account changes have been made to avoid any delays in receiving reimbursement for services rendered to CMAP clients.

To update this information, the secure Web account master user must access Demographic Maintenance from either the Account submenu or the Account drop-down menu.



The Demographic Maintenance page displays the provider information panel as well as a submenu. Click on the EFT Account submenu, which will allow the user to add and maintain bank account information.

Provider Information			
Provider ID	1234567890	Address	15 Main Street
Organization	Sole Proprietor		Suite 2A
Usage	Service Location	City	Willimantic
Provider Type	27 - Dentist	County	Fairfield
Ownership	Yes	State/Zip	CT 06614-4008
Phone	203-555-5555		

[Base Information](#) > [Service Location](#) > [Location Name Address](#) > [EFT Account](#) > [Service Language](#) > [Maintain Organization Members](#)

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Once on the EFT Account panel the user would click 'ADD'; enter the appropriate information, click 'SAVE'. Once the EFT information has been updated a letter will be sent to the provider confirming that the change was made.

The screenshot shows a web form titled "EFT Account" with a sub-header "Click here to open Provider EFT Enrollment Instructions." Below this is a table with columns: Financial Institution Name, Financial Institution Routing Number, Provider's Account Number with Financial Institution, Type of Account at Financial Institution, Last Change Date, and EFT Status. The table contains one row for "TD BANK NA" with routing number "011100111" and account number "4242042420", with a status of "Active". Below the table, a note says "Required fields are indicated with an asterisk (\*)". The form fields are organized into sections: "Provider Identifiers\*" (Provider Name, TIN/EIN, NPI), "Account Number Linkage to Provider Identifier\*" (TIN, NPI), "Other Identifiers" (Assigning Authority, Trading Partner ID), "Financial Institution Information" (Name, Address, Routing Number, Account Number), and "Reason for Submission" (New Enrollment, Change Enrollment, Cancel Enrollment). A "Save" button is at the bottom right.

Financial Institution Name	Financial Institution Routing Number	Provider's Account Number with Financial Institution	Type of Account at Financial Institution	Last Change Date	EFT Status
TD BANK NA	011100111	4242042420	Checking		Active

Select row above to update -or- click Add button below.

Required fields are indicated with an asterisk (\*)

Provider Name\*

**Provider Identifiers\***

Provider Federal Tax Identification Number (TIN)  
OR Employer Identification Number (EIN)

National Provider Identifier (NPI)

**Account Number Linkage to Provider Identifier\***

Provider Tax Identification Number (TIN)

OR

National Provider Identifier (NPI)

**Other Identifiers**

Assigning Authority

Trading Partner ID

**Financial Institution Information**

Financial Institution Name

**Financial Institution Address**

Street

City

State/Province

ZIP Code/Postal Code

Financial Institution Routing Number

Financial Institution Routing Number(rekey)\*

Type of Account at Financial Institution

Provider's Account Number with Financial Institution

Provider's Account Number with Financial Institution(rekey)\*

Reason for Submission ☐ New Enrollment ☐ Change Enrollment ☐ Cancel Enrollment

Authorized Signature

After the changes are made to the EFT Account information the new account will be placed in a pre-notification status, at which time a test EFT transaction will be sent to the provider's financial institution. Providers will remain in this status until a successful pre-notification transaction has been confirmed. During this time the provider will receive a paper check.

Once a successful transaction is made, providers will begin to receive their funds via EFT beginning with the next claims processing cycle. The first time a paper check is not received, providers should verify with their financial institution that an EFT has been made.

# Attention: All Providers

## Provider Services Link

Gainwell Technologies is the primary source for responding to provider questions on various aspects of the Connecticut Medical Assistance Program, with the exception of policy dictated by the Department of Social Services (DSS). The Gainwell Technologies Provider Relations team provides many resources to assist providers.

Clicking on this link provides quick access to:

### Gainwell Technology contacts

**Provider Relations** - Access to the Gainwell Technologies Provider Assistance Center: Primary Source for Information not provided on the Web. Click for toll free numbers and hours of operation for questions on client and provider eligibility, pro-

vider enrollment, claim submission procedures and claim processing issues.

**EDI Help Desk** – Access to Gainwell Technologies Electronic Data Interchange Unit. Click for toll free number and hours of operation for questions regarding HIPAA Electronic Transactions, Gainwell Technologies Provider Electronic Solution Software and electronic claims submission.

Other contact resources are also available under the **Gainwell Technologies Contacts link** as noted below.

### Gainwell Technologies Contacts

Gainwell Technologies is the Fiscal Agent under contract with the State of Connecticut Department of Social Services to support the operation of the Medical Assistance Program. Gainwell Technologies' responsibilities include: processing claims, financial refunds and recoupments; issuing payments and remittance advices; performing provider enrollment and re-enrollment; offers a provider call center dedicated to assisting providers with billing questions; providing a dedicated provider relations team to perform provider training and respond to complex program issues; providing a client assistance call center; and providing pharmacy prior authorization service and call center.

Gainwell Technologies maintains the provider Web portal which allows for real-time claim submission and adjudication, online provider enrollment/re-enrollment, inquiries regarding prior authorization submission and inquiry, claims submission and status, client eligibility verification, and other self-service features aimed at increasing access to and improving the efficiency of participating in the Connecticut Medical Assistance Program. In addition, Gainwell Technologies provides an Automated Eligibility Verification System which provides the most current client eligibility information, Prior Authorization information and a Fax on Demand feature.

- [Provider Relations](#)
- [EDI Help Desk](#)
- [Client Assistance Center](#)
- [Pharmacy Prior Authorization Assistance Center](#)
- [Provider Enrollment](#)
- [Automated Voice Response System \(AVRS\)](#)
- [Automated Eligibility Verification System \(AEVS\)](#)
- [Claim Submission and Form Mailing Addresses](#)

The Provider Services link also provides DSS Contacts:

#### DSS Contacts

The Connecticut Department of Social Services (DSS) is responsible for the administration of the Connecticut Medical Assistance Program. In its role as the administrator of the program, DSS interprets the State and Federal laws and regulations, and develops the necessary policies and procedures to implement those regulations. DSS is responsible for policy, procedures, and payment methodology. Questions relating to these areas should be addressed to DSS.

- [DSS Mailing Addresses](#)
- [DSS Telephone Numbers](#)
- [HUSKY A](#)
- [HUSKY B](#)
- [HUSKY C](#)
- [HUSKY D](#)
- [Community Health Network of CT, Inc \(CHNCT\)](#)
- [Connecticut Behavioral Health Partnership \(CTBHP\)](#)
- [Connecticut Dental Health Partnership \(CTDHP\)](#)
- [Non-emergency Medical Transportation Services](#)
- [DSS Field Offices & Other DSS Contacts \(Link to the DSS Web site\)](#)
- [Other Organizations Directory](#)

Schedules:

#### Schedules

- [2022 Cycle/Claim Submission Schedule Jul-Dec](#)
- [2022 Claim Cycle Payment Schedule Jul-Dec](#)
- [2022 Cycle/Claim Submission Schedule Jan-Jun](#)
- [2022 Claim Cycle Payment Schedule Jan-Jun](#)
- [2021 Cycle/Claim Submission Schedule Jul-Dec](#)
- [2021 Claim Cycle Payment Schedule Jul-Dec](#)
- [2021 Cycle/Claim Submission Schedule Jan-Jun](#)
- [2021 Claim Cycle Payment Schedule Jan-Jun](#)
- [Holiday Schedule](#)
- [POS/AEVS System Availability Schedule](#)

**Claim Submission schedules provide such information as:**

- When financial cycles will run
- When to expect a three-week cycle
- Last date to submit claims to be processed in a particular cycle

- When the Remittance Advice (cycle accounting) will be available each cycle
- Holiday Closure schedule
- POS and AEVS System Availability schedules.
- Access to Provider Training **PLEASE NOTE:** All Training is Free

**Claim Payment schedules provide such information as:**

- When providers can expect to receive their EFT each cycle

# Attention: Waiver Service Providers, Home Health Providers And Hospice Providers

## Provider Education Reminder—Provider Workshops/Provider Training Page

Providers enrolled in the Connecticut Medical Assistance Program (CMAP) are reminded of their enrollment agreement responsibilities to adhere to current CMAP policies and procedures. There are many resources including provider training to assist providers in their understanding of CMAP policies and procedures.

### New Provider Training

Newly enrolled providers and new office staff who may periodically join the provider practice, group, agency or organization are advised to enroll in the New Provider Workshop offered quarterly by Gainwell Technologies on behalf of the Department of Social Services. This workshop provides an overview of important CMAP policies, procedures and resources to assist providers in maintaining an active enrollment status, and to maximize reimbursement for services provided by adhering to client eligibility, applicable service authorization, claim submission and reimbursement reconciliation guidelines.

### New Program Training

In addition to offering a quarterly New Provider Workshop, Enrollment and Claim Submission Workshops for new programs scheduled for implementation into CMAP are also offered.

New Programs implemented in 2022 with both enrollment and claim submission workshops avail-

able to interested providers include the CT Substance Use Disorder (SUD) Program, Community Violence Prevention Professional (VPP) provider and Community First Choice (CFC) Support and Planning (S&P) Coach provider.

### Refresher Training

Gainwell Technologies also offers a variety of Refresher Trainings each year for Connecticut Medical Assistance Program providers.

Gainwell Technologies has recently been conducting Refresher Training Workshops throughout the month of September 2022 for Professional and Home and Community Based Waiver Service providers. Additional Refresher Workshops for Home Health and Hospice providers are targeted to be conducted before year end. Refresher workshops review new program updates and changes to existing program policy and procedures since the last refresher and a review of program guidelines with an emphasis on areas of noted provider interest and need for further provider education.

### How to Access the Workshops

All workshops offered are held virtually using Microsoft Teams. Previous and current workshop offerings are available to providers in PDF format on the [www.ctdssmap.com](http://www.ctdssmap.com) Web site by clicking on the Provider Training link.



### Provider Training link

Clicking on the Provider Training link brings you directly to the Training Page. Here users will find two sections:

**Workshop Invitations** - provides links to upcoming scheduled workshops. Clicking a specific link under this heading will allow the provider to register for that particular workshop on a given date.

**Materials** – provides links to a specific provider type or claim submission type. Click on the link to

view all applicable available workshop presentations. Workshops may include Enrollment and Claim Submission Implementation Workshops or yearly refreshers. Certain Waiver Service Provider Types will also have a link to that waiver's Procedure Code Crosswalk which incorporates such data, as Electronic Visit Verification (EVV) status, service authorization and billing information.

#### [Workshop Invitations](#)

[Professional Refresher Workshops](#)

[Waiver Service Provider Refresher Workshops](#)

#### [Materials](#)

[ABI Service Provider Workshops](#)

[Acupuncture Enrollment Workshop](#)

[Autism Waiver Service Provider Workshops](#)

[Behavioral Health Clinicians Workshops](#)

[Birth to Three Workshops](#)

[CHC Workshops](#)

[Community First Choice \(CFC\) S&P Coach Providers Billing and Web Claim Submission Workshops](#)

[Community First Choice \(CFC\) Support and Planning Coach - Enrollment Workshops](#)

[Connecticut Housing Engagement and Support Services \(CHESS\) – Enrollment Workshops](#)

[Connecticut Housing Engagement and Support Services \(CHESS\) – Billing and Web Claims Workshops](#)

[DDS Specialized Services Provider Workshops](#)

[DDS Performing Provider Re-Enrollment Workshops](#)

[Dental Workshops](#)

[DMHAS Performing Provider Re-Enrollment Workshops](#)

[Durable Medical Equipment Workshops](#)

[Home Health Workshops](#)

[Hospice Workshops](#)

[Hospital Workshops](#)

[Long Term Care Workshops](#)

[Mental Health Waiver Provider Workshops](#)

[New Provider Workshops](#)

[PCA Service Provider Workshops](#)



The [www.ctdssmap.com](http://www.ctdssmap.com) Web site is the primary resource for CMAP information for providers. However, providers who cannot find answers to their question(s) or need additional information should click the **Provider Services** link for Gainwell Technologies contact information.



## Appendix

### Holiday Schedule

Date	Holiday	Gainwell Technologies	CT Department of Social Services
10/10/2022	Columbus Day	Closed	Closed
11/11/2022	Veterans Day, observed	Closed	Closed
11/24/2022	Thanksgiving Day	Closed	Closed
11/25/2022	Day after Thanksgiving	Closed	Open
12/23/2022	Christmas Eve, observed	Closed	Open
12/26/2022	Christmas Day, observed	Closed	Closed

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# Appendix

## Provider Bulletins

Below is a listing of Provider Bulletins that have recently been posted to [www.ctdssmap.com](http://www.ctdssmap.com). To see the complete messages, please visit the Web site. All Provider Bulletins can be found by going to the Information -> Publications tab.

- PB22-76** 1. October 2022 Quarterly HIPAA Compliant Update- Physician Office and Outpatient Fee Schedule  
2. Increasing the Reimbursement Rate for Select Long-Acting Reversible Contraceptive Device  
3. Adding Procedure Codes for Monkeypox Vaccinations
- PB22-74** Quarterly Update: October 2022 HIPAA Compliant Changes to the Family Planning Clinic Fee Schedule
- PB22-72** Clarification of PB 22-45
- PB22-71** 1. October 2022 HIPAA Quarterly HIPAA Compliant Update Medical Equipment, Devices and Supplies Fee Schedule  
2. Breast Pump Supplies 3. Reimbursement for Extended Infusion Set Supplies
- PB22-69** Removal of Age Restriction for Naturopath Services Performed to HUSKY Health Members, 21 Years And Older
- PB22-68** Pharmacy Prior Authorization
- PB22-67** Guidance for Services Rendered by an Associate Licensed Behavioral Health Clinician Working in Private Practice Under the Supervision of an Applicable Qualified Independent Licensed Clinician
- PB22-66** Hospice Rates for Federal Fiscal Year 2023
- PB22-65** Clarification of the Guidance for Advanced Practice Registered Nurses Authorized to Order Home Health Services
- PB22-64** Dental Claim Form Field Update Reminder
- PB22-63** Policy Updates-Gender Affirmation Surgery
- PB22-62** Paxlovid Prescribing for Pharmacists
- PB22-61** Clarification on Office-Based Care
- PB22-60** CMAP COVID-19 Response Bulletin 61: COVID-19 Vaccine Administration: Additional Adult and Pediatric Booster Codes and Vaccinations for Members 6 Months to Four Years of Age
- PB22-59** Billing Laboratory Fees for Medicaid Eligible Members In Residential Substance Use Disorder Treatment Facilities
- PB22-58** Addition of Depression Screening Procedure Codes
- PB22-57** Updated Guidance for Developmental and Behavioral Screens in Primary Care including The Addition of Procedure Codes for Depression Screening
- PB22-56** Covered CT Program
- PB22-55** Dental Fee Schedule Update for the Adult Fee Schedule
- PB22-54** Policy Updates and Changes to Clinical Review Criteria
- PB22-53** 1. Update to the Reimbursement for Evaluation and Management Services on the Family Planning Clinic Fee Schedule  
2. Addition Codes Specific to Depression Screening
- PB22-52** New Coverage of Community Violence Prevention Services Under Medicaid
- PB22-51** Obstetrics Pay for Performance
- PB22-50** Addition of Dry Needling Services to the Independent Physical Therapy and Occupational Therapy Fee Schedule
- PB22-49** Rate Increases for Select Home Health Services and Waiver Services
- PB22-48** Addition of Dry Needling Services to the Rehabilitation Clinic Fee Schedule
- PB22-47** 1. July 2022 Quarterly HIPAA Compliant Update— Physician Office and Outpatient fee Schedule  
2. Adding Procedure Codes for Dry Needling Services  
3. Recalculating Reimbursement Rate of the Professional Components for Bilateral Screening Mammography Code
- PB22-46** Addition of Procedure Code 87913 added to the Laboratory Fee Schedule and CMAP Addendum B
- PB22-45** Billing Updates for Dental T1015 Encounter Codes
- PB22-44** Private Non-Medical Institution (PNMI) Rates for Adult Mental Health Rehabilitation Services
- PB22-43** Electronic Claims Submission, Web Remittance Advice, Check, EFT and 835 Schedule (HUSKY Health Program)
- PB22-42** Prior Authorization of Chimeric Antigen Receptor (CAR) - T Cell Therapy
- PB22-41** 1) July 1, 2022 Changes to the Connecticut Medicaid Preferred Drug List (PDL)  
2) Reminder About the 5-day Emergency Supply  
3) Billing Clarification for Brand Name Medications on the Preferred Drug List (PDL)  
4) Pharmacy Web PA Tool
- PB22-40** Updating the Reimbursement Rate for Nursing Services for Home Health Pediatric Complex/High Tech Level of Care, Effective July 1, 2021-July 31, 2021
- PB22-39** Implementation of Medicaid and Children's Health Insurance Program (CHIP) Reimbursement for SUD Treatment at Free-Standing Residential Treatment Facilities
- PB22-38** Documentation Requirements: Prior Authorization of Medical Equipment, Devices, and Supplies (MEDS)
- PB22-37** Reminder: Use of "C" Codes for Certain Advanced Imaging Procedures When Performed in the Outpatient Hospital Setting

What regular feature articles would you like to see in the newsletter? We would like to hear from you!!

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