

interChange Provider Important Message

Attention: Acquired Brain Injury Providers – Prior Authorization Issue

The Department of Social Services (DSS) would like to notify providers of a Prior Authorization (PA) issue where providers are unable to see PAs for procedure code 1536P Companion Services Per Quarter Hour that were either added/updated on or after November 8, 2023 in their Santrax portal. Gainwell Technologies is working diligently to correct this issue and providers may expect to see the PAs in your Santrax system as of December 22, 2023. As a temporary workaround, effective December 21, 2023, providers may submit impacted claims through their secure Web portal account at www.ctdssmap.com using the Web Claim Submission feature or through their own billing software.

