

# interChange Provider Important Message

**Attention: All Providers**

## **AI/Bot/Automated Calls**

This Important Message is being published regarding AI/Bot/Automated calls for client eligibility verification and/or client specific information.

Due to security and HIPAA regulations, client eligibility will not be provided to AI/Bot/Automated calls. This includes calls made to CHNCT, CTBHP, CTDHP, and Gainwell Technologies Provider/Pharmacy/Client departments.

If your organization is using AI/Bot/automated calls to verify client eligibility, agents will not be able to provide the information. Client eligibility will only be verified and provided to verified callers from an enrolled provider that are not AI/Bot/Automated entities.

Please note, another quick way to access client eligibility information is through the Secure Web Portal [www.ctdssmap.com](http://www.ctdssmap.com) for verified enrolled provider accounts. This requires no wait times and provides a client eligibility verification number for your records.

Additional resources for accessing client eligibility can be found in [Provider Manual Chapter 4 - Client Eligibility](#) on page 14.

