

interChange Provider Important Message

Covered CT Member Eligibility

The Department of Social Services (DSS) has identified an issue with member eligibility for a new program that went into effect July 1, 2022 called Covered CT. The eligibility response for some Covered CT members in the Automated Eligibility Verification System (AEVS) and/or Automated Voice Response System (AVRS) may not correctly respond with active Covered CT eligibility. Instead, the response could *incorrectly* indicate a member is not eligible. Providers should request a subsequent eligibility verification beginning Monday, July 11, 2022, to confirm coverage. If the aforementioned issue is not resolved by next Monday, DSS will transmit a follow-up message to providers with the new resolution date.