



## A Connecticut Medical Assistance Program Workshop

### For Agencies Enrolled as Community First Choice (CFC) Support and Planning Coach Providers

**Presented by:**

**The Department of Social Services (DSS) and Gainwell Technologies**

The following Internet Virtual Classroom Workshops are being offered to assist agencies who are **enrolled as CFC Support and Planning Coach providers**. This workshop will familiarize enrolled **CFC Support and Planning Coach providers** with how to set up your Secure Web Account, as well as Claim Submission and Reimbursement using the Connecticut Medical Assistance Program Web site, [www.ctdssmap.com](http://www.ctdssmap.com). Providers unfamiliar with the Secure Web account set-up and billing process or have questions regarding web account set-up or billing procedures are encouraged to attend this workshop.

#### Workshop Topics Will Include:

• Introduction	• Common Claim Denials and Resolution
• Re-enrollment	• Monthly Claim Recoupment/Reprocessing due to Care Plan/PA Changes
• Access and Set-up of Secure Web Account	• Resources
• Web Account Capabilities	• On-going Communication Tools
• Prior Authorization	• Contacts
• Claim Submission Methods/Guidelines	• Questions

Please follow the registration instructions below to register for the workshop of your choice. Be sure to **register by the designated due date**. If you have any questions concerning this information, please contact the Provider Assistance Center at 1-800-842-8440. Please join us. We look forward to your participation at the workshop!

## WORKSHOP LOCATIONS, DATES, AND TIMES

The dates and times for the **CFC Support and Planning Coach Provider Billing and Web Claim Submission Workshop** is listed below. The registration link is listed beneath the date of the workshop. **To register for a workshop, select the link and register online**. Please refer to the “How to Register for a Workshop” instructions below if you require further assistance with the registration process.

**Workshop Locations, Dates and Times:**

**Registration Due Date:**

**Virtual Classroom Training**

**Thursday, June 9, 2022 1:00 pm - 4:00 pm**

**Monday, June 6, 2022**

<https://www.surveymonkey.com/r/cfcb22160>

**Virtual Classroom Training**

**Wednesday, July 13, 2022 9:00 am – 12:00 pm**

**Friday, July 8, 2022**

<https://www.surveymonkey.com/r/cfcb22145>

## HOW TO REGISTER FOR A WORKSHOP

To register for one of these workshops, visit the [www.ctdssmap.com](http://www.ctdssmap.com) Web site, go to Information, then Publications and scroll down to Provider Workshop Invitation Forms. Select the CFC Support and Planning Coach Provider Billing and Web Claim Submission Workshop Invitation registration link listed to attend this workshop.

**Once you click “Register Now” at the bottom of your registration page, you will be provided a workshop confirmation number.** Please retain this number for your records should you need to discuss your registration with Gainwell Technologies. **If you do not receive a confirmation number, you have not successfully registered for this workshop.**

Please be sure to include all registration information indicated below to ensure timely and accurate attendance registration.

### **Teams Virtual Classroom Training**

Gainwell Technologies utilizes internet virtual classrooms via Microsoft Teams that allow class participants to attend a workshop without leaving their office. Providers who register for this training will receive an email with directions on how to attend this training. **For this reason, it is critical that providers enter a valid email address at the time of registration. If this email is not received two (2) days prior to the training, please contact the Provider Assistance Center toll free at 1-800-842-8440.**

**Please supply the following information when registering for a workshop:**

- Provider Name
- NPI Number, if applicable
- Contact Name
- Telephone Number (including Area Code)
- Email Address (**Required for Internet Virtual Classroom Training**)
- Name of Attendee

### **Inclement Weather**

Should inclement weather occur on the date of a workshop, resulting in a cancellation, Gainwell Technologies will post a notice of workshop cancellation at **1-833-700-8959, extension 3154000.**