



A Connecticut Medical Assistance Program Workshop

For Providers Enrolled as Connecticut Housing Engagement and Support Services (CHESS) Providers

Presented by

The Department of Social Services (DSS) and Gainwell Technologies

The following Internet Virtual Classroom **Workshop is being offered to assist providers who are enrolled as Connecticut Housing Engagement and Support Services Providers.** This workshop will familiarize 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 as a **Connecticut Housing Engagement and Support Services Provider**, effective for dates of service on or about August 1, 2021 and forward. Providers unfamiliar with the Secure Web account set-up and billing process or have questions concerning Web account set-up or billing procedure are encouraged to attend workshop.

Workshop Topics Will Include:

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

Please follow the registration instructions below to register for the workshop. 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 attendance at the workshop noted below.

WORKSHOP LOCATIONS, DATES, AND TIMES

The date and time for the Connecticut Housing Engagement and Support Services Provider Billing and Web Claim Submission workshop is listed below. The registration link is listed beneath the date of the workshop. **To register for the 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 Date and Time:

**Teams Virtual Classroom Training
Monday, December 6, 2021 9:00am - 12:00 pm**

<https://www.surveymonkey.com/r/chess120621>

Registration Due Date:

Wednesday, December 1, 2021

HOW TO REGISTER FOR A WORKSHOP

To register for this workshop, visit the www.ctdssmap.com Web site and go to Information, then Publications and scroll down to Provider Workshop Invitation Forms. Select the Connecticut Housing Engagement and Support Services 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 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
- Contact Name
- Telephone Number (including Area Code)
- Email Address **(Required for Internet Virtual Classroom Training)**
- Name of Attendee

IMPORTANT NOTICES:

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.**