

Connecticut interChange MMIS Implementation "Hot Topics":

- New Web Portal Launched
- Call Center Information
- Provider Electronic Solutions Software
- OMNI Point of Sale (POS) Device
- Highlighters Beware!

New Web Portal Launched - www.ctdssmap.com

The new Public Web site with the Connecticut interChange MMIS implementation has been launched! Many providers have already accessed our new site, www.ctdssmap.com. The Web site has a new look and additional functionality, while continuing to provide all of the resources for Clients and Providers that are available on the current Web site.

IMPORTANT! Providers and Trading Partners must access this site in order to create their new Web account. Providers must create a new Web account AND each Trading Partner must create a new Web account. Both Providers and Trading Partners were mailed an Initial Web User ID letter (on yellow paper) followed by a Personal Identification Number (PIN) letter (on pink paper). The PIN letter provided im-

portant steps to set up a new Web account. Providers must create this new Web account in order to access Web based tools such as client eligibility verification transactions or Remittance Advice (RA) download.

Trading Partners must also create a new Web account in order to upload transactions, such as the 837 Health Care Claim or to download the 835 Health Care Payment Advice.

Note: Trading Partners who use Provider Electronic Solutions software need to limit the size of their Web User ID to no more than 10 characters. This new Web User ID and Web password needs to be entered into the software by clicking Tools -> Options -> Batch Tab.

Call Center Information

NEW EDS Pharmacy Prior Authorization Assistance Center

The EDS Pharmacy Prior Authorization Assistance Center is now available to Connecticut Medical Assistance Program pharmacy providers. An on-call representative is available 24 hours, 7 days a week. Providers are prompted to enter their Automated Voice Response (AVR) ID and Personal Identification Number (PIN) when calling this center. The AVR ID was mailed to providers in a yellow letter and the PIN was mailed in a pink letter.

1-866-409-8386 (toll free)
(860) 269-2030 (local to Farmington, CT)
(860) 269-2035 (Fax)
1-866-759-4110 (toll free fax)

EDS Provider Assistance Center

The EDS Provider Assistance Center is available to Connecticut Medical Assistance Program providers Monday through Friday, 8 a.m. to 5 p.m. (EST), excluding holidays at:

1-800-842-8440 (in-state toll free)
(860) 269-2028 (local to Farmington, CT) NEW
(860) 269-2033 (Fax) NEW

Providers are prompted to enter their Automated Voice Response (AVR) ID and Personal Identification Number (PIN) when calling this center. The AVR ID was mailed to providers in a yellow letter and the PIN was mailed in a pink letter.

EDS ConnPACE Assistance Center

The EDS ConnPACE Assistance Center is available to ConnPACE clients Monday through Friday, from 8:30 a.m. to 5 p.m. (EST), excluding holidays at:

1-800-423-5026 (toll free)
(860) 269-2029 (local to Farmington, CT) NEW
(860) 269-2034 (Fax)

EDS Electronic Data Interchange (EDI) Help Desk

1-800-688-0503 (toll free)
(860) 269-2026 (local to Farmington, CT) NEW

In this Issue	
New Web Portal Launched	1
Call Center Information	1
Provider Electronic Solutions Software	2
OMNI Point of Sale (POS) Device	2
Highlighters Beware!	2

Provider Address

Provider Electronic Solutions Software

It is time to upgrade! In order to submit claims or eligibility verification transactions via EDS' Provider Electronic Solutions (PES) software into the new Connecticut interChange system, Trading Partners must upgrade PES to the 3.74 version.

The upgrade can be found on the www.ctdssmap.com Web site by clicking Trading Partner -> EDI. The Trading Partner ID will not change. Once Trading Partners have successfully set up their Web account, the Web User ID and Web password must be entered into the software by clicking Tools -> Options -> Batch Tab.

EDS Holiday Schedule

President's Day	February 18, 2008
Good Friday	March 21, 2008
Memorial Day	May 26, 2008

OMNI Point of Sale (POS) Device

The OMNI POS device was retired on January, 24, 2008. Providers who relied on the OMNI device for eligibility verification may replace their OMNI device by purchasing a new POS device from MedData. Providers can find general information about the MedData POS device on their Web site www.spotcheck.com, or MedData may be contacted directly at 1-800-233-7768, by fax at 1-916-648-1153, or by email at ssaltzman@spotcheck.com.

Providers are encouraged to consider submitting client eligibility verification transactions via our free Provider Electronic Solutions Software or through our Web site. Both options are free of charge and are widely used by the provider community.

Highlighters Beware!

Documents received at EDS from providers who use highlighters to draw attention to specific information are causing the document's scanned image to be illegible when viewed for processing. This is more commonly found on claim attachments such as the Medicare Explanation of Benefit. EDS cannot process documents where critical data has been highlighted. Such documents will be returned to the provider. EDS suggests that providers either circle or underline data that needs special attention.