

interChange Provider Important Message

Hospital Monthly Important Message Updated as of **10/6/22**

*all red text is new for 10/6/22

CMAP Addendum B October 2022 and Annual DRG Updates

DSS and Gainwell are in the process of implementing the CMAP Addendum B October 2022 updates. In addition, changes for new diagnosis codes and surgical procedure codes are typically implemented in the early November timeframe, with new weights and provider specific rates typically implemented at the first of the new year.

The payment rate changes for procedure codes assigned a status indicator G or K were updated and loaded into the system prior to October 1, 2022. Any claims that are submitted for dates of service October 1, 2022 and forward that have a status indicator of G or K will process at the correct payment rate.

The update to the ICD-10 (International Statistical Classification of Diseases) codes effective October 1, 2022 may cause inpatient Diagnostic Related Group (DRG) claims with header Through Date of Service (TDOS) October 1, 2022 and forward to suspend with either EOB code 0693 "Invalid Principal Diagnosis" or EOB code 0920 "3M Grouper Error" until the new 3M Grouper is loaded. Once the updated grouper version is loaded into the system the claims will be re-cycled for processing. An important message will be posted once the new grouper version has been scheduled to be loaded into the system.

Please continue to monitor future monthly hospital and other important messages for these upcoming quarterly and annual updates. A provider bulletin will be distributed in December 2022 reminding hospitals of the annual update to the inpatient hospital adjustment factors and the APR-DRG weights, effective January 1, 2023. Once the DRG calculator has been updated and posted to the www.ctdssmap.com Web portal with that most current information, additional provider notification will be distributed.

Provider Bulletins

Note that the following reflects an overview of provider bulletins distributed since the last Hospital Monthly Important Message was posted. Hospitals should use the links presented below to review the full bulletin.

Provider Bulletin [2022-70](#) - Quarterly Update: October 2022 HIPAA Compliant Changes to the Independent Laboratory Fee Schedule

Effective for dates of service October 1, 2022, and forward, the Department of Social Services (DSS) is incorporating the October 2022 quarterly updates of the Healthcare Common Procedure Coding System (HCPCS) changes (additions, deletions and description changes) to the Independent Laboratory fee schedule.

Please refer to the provider bulletin for additional information.

TPL Audit Report - [September 2022](#)

The Third-Party Liability (TPL) Audit reports were sent to the following hospitals on **October 1, 2022**.

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- Greenwich Hospital
- Danbury Hospital
- Danbury Hospital DBA New Milford Hospital
- State of CT DBA John Dempsey Hospital
- The Charlotte Hungerford Hospital

As a reminder, failure to respond to an audit will result in a recoupment of claims. Any claims recouped can be identified by as having an Internal Control Number (ICN) starting with region code 52 and the Explanation of Benefit (EOB) code 8282 - CLAIM HAS BEEN RECOUPED DUE TO TPL AUDIT FAILURE.

Additionally, providers can view/modify the address that letters are mailed to via the Secure Web portal accounts. For additional information on maintaining address data, providers should refer to Chapter 10, available under Information > Publications on the www.ctdssmap.com Web site.

Re-enrollment Reminder for Hospitals

The hospitals are reminded to take note of their re-enrollment due date with CMAP. Failure to complete and submit their re-enrollment application in enough time to allow for review by DSS by **the re-enrollment due date** will cause the hospital to be dis-enrolled on the re-enrollment due date.

Dis-enrollment will impact claims processing and the hospitals' ability to verify eligibility until the re-enrollment has been completed.

The following hospitals have re-enrollment due dates coming up in the near future:

- Danbury Hospital - Inpatient - 11/29/2022
- Midstate Medical Center - Outpatient - 11/17/2022
- State of Connecticut DBA John Dempsey Hospital (2) - Inpatient - 11/15/2022

Reminders/Upcoming Changes

Reminder on Billing Requirements for Clients Transferring from Medical to Psychiatric Unit

Hospital providers are reminded that in order to avoid claim denials, the following process must be followed with regards to clients transferring from medical to psychiatric units. If the client is subsequently transferred to a psychiatric unit, the hospital should administratively discharge (Patient Status 65) the client from medical and re-admit the client to behavioral health (Admit Source D) to qualify for the per diem rate for the behavioral health portion of the stay. There are related instructions in Chapter 8 Hospital of the provider manual.

Trauma Questionnaire Responses

Hospitals who wish to submit Trauma Questionnaire Responses may fax them to 1-833-577-3519 or email them to CTXIX-TraumaMailbox@gainwelltechnologies.com. If providers wish to continue sending those responses on paper, please be sure to include the trauma questionnaire letter you received and place that immediately behind the documentation regarding the claim. Additionally, the information should be unstapled.

Transition to Gainwell Technologies for ctxixhosppay Email Box

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Gainwell Technologies is pleased to announce that the hospital email box has migrated to @gainwelltechnologies.com. **Effective September 30, 2022, emails sent to @dxc.com are no longer auto-forwarded to the @gainwelltechnologies.com email address. Senders will receive an undeliverable response returned.** Hospitals must only use the ctxixhosppay@gainwelltechnologies.com email address. Documentation, such as the Hospital Modernization page, has also been updated to reflect the correct email address. As a reminder, hospitals should direct most of their inquiries to the Provider Assistance Center at 1-800-842-8440.

If hospitals are experiencing extended call wait times, hospitals may email the provider assistance call center with their question at ctdssmap-provideremail@gainwelltechnologies.com. Please be sure to include your name and phone number with your inquiry.

The ctxixhosppay@gainwelltechnologies.com email box should be used to submit APC and DRG related questions only. All other inquiries should be directed to the Provider Assistance Center at 1-800-842-8440.

Holiday Closures

Please be advised, the Department of Social Services (DSS) and Gainwell Technologies will be closed on Friday, November 11, 2022 in observance of the Veterans Day holiday. Both the DSS' and Gainwell Technologies' offices will re-open on Monday, November 14, 2022.