

interChange Provider Important Message

Hospital Monthly Important Message Updated as of 8/17/2026

*All red text is new for 8/17/26

CMAP Addendum B July 2026

An updated PDF and Excel version of Connecticut Medical Assistance Program (CMAP) Addendum B **V27.2** has been approved by the Department of Social Services (DSS) and has been added to the Hospital Modernization page on the www.ctdssmap.com Web site. These changes are effective for dates of service **July 1, 2026** and forward.

APC Payment rate changes for procedure codes assigned a status indicator G or K or K1 were loaded into the system with an effective date of July 1, 2026 on July 9, 2026. Any claims submitted before the rate change will be adjusted in the 2nd cycle of August.

Any procedure code that is “NEW”, changed or deleted were updated on July 28, 2026. The changes can be identified by the following indicators:

- “G or K” - A change has been made to the payment rate (status indicator G or K or K1).
- “New” - The procedure code was added by CMS.
- “X” - A change has been made to the procedure code or status indicator.

The July changes have been posted to the CMAP Addendum B Changes document on the Hospital Modernization page under “**CMAP Addendum B Changes and Historical Versions**”.

Older versions of CMAP Addendum B can be found under the Hospital Modernization page under “CMAP Addendum B Changes and Historical Versions.”

Community Health Network of Connecticut Inc. (CHNCT) Inpatient Elective Authorizations

Inpatient elective authorizations are authorizations that are submitted for a planned inpatient admission. The provider requests authorization using CPT codes and a single date of service based on the planned date of admission. The inpatient authorization is created with an authorized start and end date matching the hospital’s planned admission date for the inpatient stay. If the admission date changes, it is the hospital’s responsibility to contact CHNCT with the new admit date. CHNCT will update the authorization and send the corrected prior authorization to Gainwell for claim processing. Failure to contact CHNCT and update the authorization will cause the hospital’s inpatient claim to be denied.

For questions related to the prior authorization process, please contact CHNCT at 1-800-440-5071 and follow the prompts to Medical Authorizations.



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Provider Bulletins

Provider Bulletin [2026-41](#) - Important Update: Enhanced Security for Electronic Funds Transfer (EFT) Changes

The purpose of this provider bulletin is to notify enrolled Connecticut Medical Assistance Program (CMAP) providers that effective immediately, to enhance security, the Department of Social Services (DSS) and Gainwell Technologies have implemented a new micro-deposit validation process for Electronic Funds Transfer (EFT) changes submitted through the Provider Web Portal.

Please refer to the provider bulletin for additional information.

Provider Bulletin [2026-44](#) - Maternity Care Service Billing Guidance: Antepartum Care

The purpose of this provider bulletin is to notify enrolled Connecticut Medical Assistance Program (CMAP) providers the Department of Social Services (DSS) is providing guidance for billing maternity care services. This update is necessary due to the upcoming maternity care services coding changes including, but not limited to, the end dating of the global maternity care procedure codes.

Please refer to the provider bulletin for additional information.

Important Messages Reminders

[Open Office Hours for Multi-Factor Authentication /Security Questions; Multi-Factor Authentication Mandated Enrollment on August 1, 2026; Security Question Updates, Notifications](#)

The purpose of this Important Message (IM) is to inform providers that Gainwell Technologies will be hosting open Office Hours where you can meet with a Gainwell representative to ask questions you may have about Security and Multi-Factor Authentication.

[Tuesday, August 18, 2026: 12 pm to 1 pm](#)

[Wednesday, August 19, 2026: 12:30 pm to 1:30 pm](#)

[Thursday, August 20, 2026: 12 pm to 1 pm](#)

[Friday, August 21, 2026: 12 pm to 1 pm](#)

Please refer to the IM for additional information.



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[Medicaid Cycle RA/EFT Payment Amounts and Information](#)

A Master User may grant clerks access to the Automated Voice Response System (AVRS) when setting up a new Clerk under Account > Clerk Maintenance panel.

Secure Web Site Enrollment and Maintenance Instructions are located in [Chapter 10](#) of the Provider Manual on page 136.

Detailed requirements to set up the AVR ID and PIN used to access the AVR Self Service system are provided by following this [link](#) to pages 9 and 10. If a Clerk needs to set their PIN, they may do that through their Secure Web Portal account under Account > Account Maintenance.

TPL Audit Report - August 2026

The Third-Party Liability (TPL) Audit reports were sent to the following hospitals on August 1, 2026.

- Connecticut Children's Medical Center - Outpatient
- Hospital for Special Care - Inpatient
- Prospect Manchester Hospital - Inpatient
- State of Connecticut DBA John Dempsey Hospital - Outpatient
- The Danbury Hospital - Inpatient

Re-enrollment Reminder for Hospitals

Hospital providers 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 reenrollment has been completed.

The following hospitals have re-enrollment due dates coming up in the next **6 months**:

- Day Kimball Hospital - Inpatient 10/8/2026
- Saint Mary's Hospital - Inpatient 12/17/2026
- The Hospital of Central Connecticut - Inpatient & Outpatient 1/6/2027
- The Danbury Hospital - Inpatient 1/13/2027 & Outpatient 2/24/2027

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Reminders/Upcoming Changes

Newborn Form W-416 Delays

The typical turnaround time is 24 hours for processing this form. If after 3 business days hospitals do not see the newborn's client ID and are not able to find it on www.ctdssmap.com, hospitals have been instructed to contact the benefit center or email ExpeditedHusky.DSS@ct.gov.

Written Correspondence

For timely filing appeals, the hospital provider can do one of the following three (3) things:

Submit all claims on paper to Gainwell Technologies by

- FAX: 1-877-413-4241
- EMAIL: ctdssmap-provideremail@gainwelltechnologies.com
- MAIL: Written Correspondence - PO Box 2991 - Hartford, CT 06104.

Make sure that a cover letter is attached and that you state the reason why you are sending in the claims on paper.

Claim Denials

If your claim denies please refer to Provider Manual Chapter 12 "[Claim Resolution Guide](#)". This chapter provides a detailed description of the cause of the Explanation of Benefit (EOB) code and more importantly, the necessary correction/resolution to the claim, if appropriate, in order to resolve the error condition. If you need additional assistance, please contact the Provider Assistance Center at 1-800-842-8440 and if PAC is unable to assist, then they will escalate your inquiry.

Example: EOB 3004 Inpatient claim requires prior authorization

Cause: The Inpatient claim requires prior authorization (PA) and there is no PA record on file in an approved status that has the same provider ID, client ID and approved dates of service that match the claim's billing provider, client ID and admit date. The admit date must fall within the dates of service approved by Community Health Network of Connecticut (CHNCT).

Example of one resolution:

If the PA has been either entered or corrected since the claim was denied, resubmit the claim.

Tip:

Once CHNCT approves a PA, it takes at least 24 hours before the PA will be present in interChange, as long as there are no errors on the PA. PAs provided by Carelon might take up to 48 hours to get a PA into the system.



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ctxixhosppay Email Box

As a reminder, hospitals should direct 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 only be used to submit APC and DRG related questions only. All other inquiries will be re-directed to the Provider Assistance Center at 1- 800-842-8440.

Holiday Closure

Please be advised, the Department of Social Services (DSS) and Gainwell Technologies (GT) offices will be closed on Monday, September 7, 2026 in observance of the Labor Day Holiday, the Department of Social Services (DSS) and Gainwell Technologies (GT) will re-open on Tuesday, September 8, 2026.

