

interChange Provider Important Message

Attention: Acquired Brain Injury, Connecticut Home Care Program, and Personal Care Services/Assistant (PCA) Providers – Prior Authorization Issue

The Department of Social Services (DSS) would like to notify providers of a Prior Authorization (PA) issue where providers are unable to see PAs for procedure code 1021Z that were either added/updated on or after 11/7/2023 in their Santrax portal. Gainwell Technologies is working diligently to correct this issue and providers may expect to see the PAs in your Santrax system Monday, November 27, 2023. As a temporary workaround, effective November 23rd, providers may submit impacted claims through their secure Web portal account at www.ctdssmap.com using the Web Claim Submission feature or through their own billing software.

