

# interChange Provider Important Message

## Emergency Extended Down Time Notification

### Attention: All Providers

The purpose of this Important Message is to alert all providers that there will be emergency down time scheduled for this Sunday, February 23, 2025 from 12:00 am through 6:00 am.

If you are unable to access the AVRS, POS, or the [www.ctdssmap.com](http://www.ctdssmap.com) Web site during this time period, we ask that you please try your transaction again at a later time.

**Pharmacy Providers:** Gainwell Technologies and the Department of Social Services (DSS) ask that Pharmacy providers implement their established down time procedures and advise pharmacies to dispense a 2-day emergency supply for claims that require Prior Authorization (PA) at their discretion.

