

interChange Provider Important Message

Attention: CT BHP Behavioral Health Providers Enrolled in Independent Practice and Group Practice, Psychologists, Licensed Marital and Family Therapists (LMFTs), Licensed Clinical Social Workers (LCSWs), Licensed Professional Counselors (LPCs), Licensed Alcohol and Drug Counselors (LADCs)

- 1. Attestation Completion Deadline for Behavioral Health Groups and Clinicians**
- 2. Unattested Behavioral Health Clinician Report**
- 3. Provider Portal Behavioral Health Attestation Status on Provider Secure Web Portal**
- 4. Office Hours for Attestation Questions**

- 1. Attestation Completion Deadline for Behavioral Health (BH) Groups and Clinicians**

The Department of Social Services (DSS) requires all Behavioral Health (BH) groups and individual clinicians to complete a Behavioral Health Attestation through their Provider Secure Web Portal. This is not required if a provider has completed an attestation form during an enrollment or re-enrollment application submitted after April 11, 2023. To date, claims have not been denied for non-compliance as DSS extended the enforcement deadline, allowing providers more time to complete this requirement. This requirement was originally presented in a phased approach starting July 6, 2023. Letters were sent out in phases to groups and clinicians giving them 75 days to complete their attestation. BH providers have been given a full year, providing sufficient time for individuals and organizations to comply.

Please note: Clinicians working solely for a clinic or hospital are not required to complete an attestation at this time. Behavioral Health organizations with only board members, the board members are not required to complete an attestation.

Non-compliance letters will be sent again in a phased approach starting **August 1, 2024**, notifying providers that their claims will be denied 75 days from the date of the letter. After 75 days, if the attestation is not completed, the group's/clinician's claims will deny.

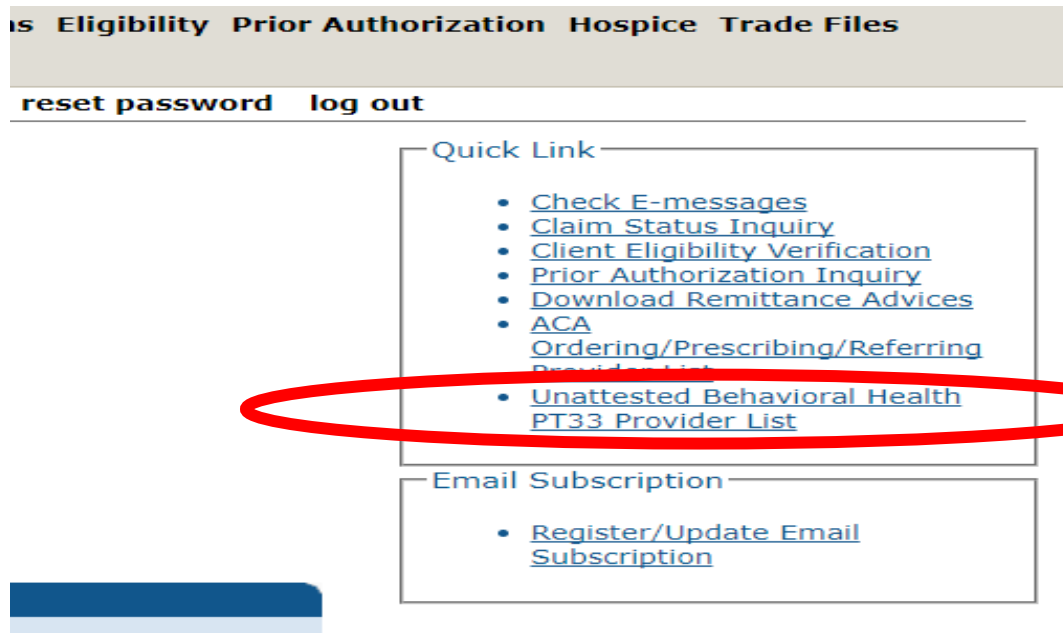
Please reference [PB23-56](#) for detailed instructions on how to complete your attestation.

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2. Unattested Behavioral Health Clinician Report

In support of this attestation requirement, DSS and Gainwell Technologies created a report of clinicians who have not completed their attestations. This is especially helpful for Behavioral Health Groups that want to inquire if their providers have completed their attestations. Behavioral health groups can utilize the filter to look up their Group AVRS ID(s) to obtain a list of affiliated performing providers who have not attested. Individual providers may look up their own AVRS IDs to check their own status as well. This report is updated every Tuesday morning.

To access the report, providers must log in to their Secure Web Portal. From the Home Page, please click on the “Unattested Behavioral Health PT 33 Provider List” link located in the Quick Link section. The Quick Link section can be found on the right side of the Home Page after you sign in (screen shot below).



3. Provider Portal Behavioral Health Attestation Status on Provider Secure Web Portal

See the link below for the Important Message sent August 11, 2023, introducing providers to the Behavioral Health Attestation page used to confirm their attestation status on the Provider Secure Web Portal.

[Provider Portal Update for Behavioral Health Attestation Status \(Posted 8/11/23\)](#)

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Overall Attestation Status may be viewed in your Provider Secure Web Portal on the Behavioral Health Attestation tab.

Behavioral Health Attestation Summary

This panel provides a current summary of the submitted Behavioral Health Attestation(s) for the clinician and/or owner(s) associated to the NPI and AVRS ID listed below:

Provider Name: LE [redacted] L JO [redacted]
NPI: 4221335787
AVRS ID: [redacted]
Initial Letter Notification Date: [redacted]

Overall Attestation Status: Complete

(If no Initial Letter Notification Date, letter has not yet been sent but attestation may still be submitted at any time.)

- If the Overall Attestation Status above is 'Complete' no further action is required. The clinician and/or all applicable owner(s) have signed the Behavioral Health Attestation. You may Exit the wizard now.
- If the Overall Attestation Status above is 'Incomplete' then the clinician and/or owner(s) with this status must still complete this Behavioral Health Attestation Wizard. See the Attestation Status field for the Type of Submitter(s) listed below. (if all are complete no further action is needed, the Overall Attestation Status will be updated the next day).
- Based on either your organization affiliation and/or your service location of record with CMAP, if the Overall Attestation Status above is 'Optional' no further action is required. You may exit the wizard now or proceed with the attestation.
- If the Overall Attestation Status above is 'Claims Denied' then the clinician and/or owner(s) have not completed this Behavioral Health Attestation Wizard within the required 75-day time-period from the Initial Letter Notification Date above and claims will be denied until all attestations have been completed for any clinician and/or owner below with an Attestation Status of Incomplete. **Once all attestations are completed claims will pay.**

Type Of Submitter	Name	Attestation Status
Clinician	LE [redacted] JO [redacted]	Complete
Owner	LE [redacted] JO [redacted]	Complete
Owner	LO [redacted] JO [redacted]	Complete

Exit

This is an important tool for BH Groups to validate their owner's attestation status. Groups must make sure that all owners on file with the Connecticut Medical Assistance Program (CMAP) have completed individual owner attestations for their BH Group. Please reference [PB23-56](#) for detailed instructions on owner attestations.

4. Office Hours for Attestation Questions

If you still have questions and would like to talk to a Gainwell representative, please join us during the following dates and times. Register by clicking the links below for your desired date. Once registered, providers will be presented with a confirmation page containing the link to join the Office Hours for the date and time selected. Please copy and paste the link on your calendar. Additionally, a meeting invite will be sent to the email address used in registration.

[Wednesday 5/29/24 from 12pm to 1pm](#)

[Monday 06/10/24 from 9am to 10am](#)

[Wednesday 06/26/24 from 12pm to 1pm](#)

[Wednesday 7/17/24 from 12pm to 1pm](#)

[Monday 7/22/24 from 9am to 10 am](#)

[Wednesday 08/07/24 from 12pm to 1pm](#)

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If you are unable to sign into your secure Web portal or need to unlock/change your password, or if you have questions about this Important Message or issues with registering for Office Hours, please contact the Provider Assistance Call Center (PAC) at 1-800-842-8440.