

interChange Provider Important Message

Attention Providers: Handicap Accessible Indicator

The Department of Social Services (DSS) is working on an effort to update the public facing provider directory. In reviewing the data from your enrollment /reenrollment application, we determined that the Handicap Accessible indicator defaults to 'no' if left unanswered/incomplete. To avoid inaccurate or incomplete information being displayed for your facility/practice, we are requesting all providers log into the provider portal and review their service location address and corresponding handicap accessible information.

To update your provider profile, the main account administrator can log into their secure Web account from the www.ctdssmap.com Web site and click on the "Demographic Maintenance" tab. Once on the Demographic Maintenance page, the provider can select from options listed as links below the Demographic Maintenance header panel. For detailed instructions, please refer to Section 10.18 "Provider Demographic Maintenance" in Chapter 10 of the Provider Manual. The chapter is available from the Web site www.ctdssmap.com by clicking on "Publications" under Information, scrolling down to Provider Manuals and then clicking on "Web Portal/AVRS". You may contact the Provider Assistance Center at 1-800-842-8440 between the hours of 8:00 AM to 5:00 PM Monday through Friday if further assistance is needed in updating the information from your secure Web account.