

interChange Provider Important Message

Important Message to All Providers - New Eligibility System

ATTENTION: ALL PROVIDERS

On October 11, 2016, the Department of Social Services (DSS) started converting to a new eligibility system called ImpaCT. This conversion will be done in multiple phases over the next 6 months. The first phase includes clients associated with the Middletown office. Client identification (IDs) numbers will not change as clients are converted to ImpaCT. Clients that have never applied to the Connecticut Medical Assistance Program, that are screened for eligibility in the ImpaCT system, will have an ID beginning with 10. Effective immediately providers will start seeing client IDs that begin with either 00 or 10. Client IDs will continue to be 9 digits. Please continue to check eligibility prior to providing services.