



Connecticut Medical Assistance Program Workshops

For Mental Health Waiver Service Providers

Presented by

The Department of Social Services (DSS) and Gainwell Technologies

Are you or your staff in need of a refresher in current Connecticut Medical Assistance Program (CMAP) policies and claim submission procedures related to Mental Health Waiver (MHW) services? Do you need assistance with understanding the 2020/2021 CMAP updates as they relate to the MHW Program? Do you have questions about the upcoming implementation of Electronic Visit Verification (EVV) for select MHW services? This workshop will provide you and your staff with a review of claim submission guidelines and program updates and provide a high-level introduction of EVV as it relates to the Mental Health Waiver Program.

Workshop Topics Will Include:

<ul style="list-style-type: none"> • Program Updates – 2020/2021 • Upcoming EVV Changes 	<ul style="list-style-type: none"> • Claim Submission • Monthly Claims Reprocessing and Remittance Advice Impact
<ul style="list-style-type: none"> • Re-Enrollment – Importance of Finalization by the Due Date 	<ul style="list-style-type: none"> • Claim Denials, Resolution and Resources
<ul style="list-style-type: none"> • Client Eligibility Verification - Determining Client Eligibility and Resolution of Ineligibility 	<ul style="list-style-type: none"> • Provider Resources and Contacts
<ul style="list-style-type: none"> • Care Plan Review – Confirmation and Billing of Services Authorized 	<ul style="list-style-type: none"> • Time for Questions

Please follow the registration instructions below to register for the workshop. If you have any questions concerning this information, please contact the Gainwell Technologies Provider Assistance Center at 1-800-842-8440. Please join us. We look forward to your attendance at the workshop!

WORKSHOP LOCATIONS, DATES, AND TIMES

The locations, dates, and times for the Mental Health Waiver Service Provider Refresher Workshops are listed below. The registration link is listed beneath the date of the workshop. To register for a workshop, select the appropriate link and register online. Please refer to the “How to Register for a Workshop” instructions below if you require further assistance with the registration process.

Workshop Locations, Dates and Times:

HPE MyRoom Virtual Classroom Training
Wednesday, April 14, 2021 9:00 am – 12:00 pm

Registration Due Date:

Friday, April 9, 2021

<https://www.surveymonkey.com/r/MHWRfshrWkshp04142021>

HPE MyRoom Virtual Classroom Training
Monday, April 19, 2021 1:00 pm – 4:00pm

Wednesday, April 14, 2021

<https://www.surveymonkey.com/r/MHWRfshrWkshp04192021>

HOW TO REGISTER FOR A WORKSHOP

To register for one of these virtual training workshops, select the Mental Health Waiver Service Provider Refresher Workshop you wish to attend and click on the Registration Link or visit the www.ctdssmap.com Web site and go to Information, then Publications and scroll down to Provider Workshop Invitation Forms.

HPE MyRoom Virtual Classroom Training

Gainwell Technologies utilizes internet virtual classrooms that allow class participants to attend a workshop without leaving their office. Participants will be provided a key to an internet classroom to attend the **Mental Health Waiver Service Provider Refresher Workshop**. Providers will need to download HPE MyRoom and set up an account in order to attend the virtual classroom training. In addition, participants will dial into a conference call and have an opportunity to ask questions. Providers who register for this training will receive an email from Gainwell Technologies with directions on how to attend this training. **For this reason, it is critical that providers enter a valid email address at the time of registration.** If this email is not received two (2) days prior to the training, please contact the Gainwell Technologies Provider Assistance Center toll free at 1-800-842-8440.

Please supply the following information when registering for a workshop:

- Provider Name
- AVRS ID
- Contact Name
- Telephone Number (including Area Code)
- Email Address (Required for HPE MyRoom Virtual Classroom Training)
- Name of Attendee

Inclement Weather

Should inclement weather occur on the date of a workshop, resulting in a cancellation, Gainwell Technologies will post a notice of workshop cancellation at **1-833-700-8959, extension 3154000.**