A Connecticut Medical Assistance Program Workshop

For Newly Enrolled Providers or New Business Office Staff

Presented by:

The Department of Social Services (DSS) and Gainwell Technologies

Have you hired new staff or are your current staff in need of a refresher about new or current Connecticut Medical Assistance Program policies and procedures related to the basic understanding of the Connecticut Medical Assistance Program? This workshop will discuss tools and resources available to assist newly enrolled providers and their office staff in navigating the Connecticut Medical Assistance Programs Web site. We encourage you and your staff to attend.

Workshop Topics Will Include:

• Claim Processing/Submission Info	• Provider Manuals
• Clerk Maintenance	• Re-Enrollment
• Client Eligibility Verification	• Remittance Advice
• Demographic Maintenance	• Web Account Set Up/Capabilities
• Prior Authorization	• Web Claim Inquiry/Submission

Please follow the registration instructions below to register for a workshop. Be sure to **register by the designated due date**. If you have any questions concerning this information, please contact the Provider Assistance Center at 1-800-842-8440. Please join us. We look forward to your participation at the workshop!

WORKSHOP LOCATIONS, DATES, AND TIMES

The workshop date and time for the New Provider Workshop is listed below. The registration link is listed beneath the date of the workshop. To register for a workshop, select the 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:	**Registration Due Date:**
Virtual Classroom Training **Thursday, December 10, 2026 9:00am-12:00pm** https://www.surveymonkey.com/r/2026NPW342	**Saturday, December 5, 2026**

HOW TO REGISTER FOR A WORKSHOP

To register for these workshops, visit the www.ctdssmap.com Web site, go to Publication Page and click on New Provider Workshop Invitation. To register, click on the registration link for the workshop you wish to attend.

Once you click "Register Now" at the bottom of your registration page, you will be provided a workshop confirmation number. Please retain this number for your records should you need to discuss your registration with Gainwell Technologies. **If you do not receive a confirmation number, you have not successfully registered for this workshop.**

Please be sure to include all registration information indicated below to ensure timely and accurate attendance registration.

Virtual Classroom Training

Gainwell Technologies utilizes internet virtual classrooms via Microsoft Teams that allow class participants to attend a workshop without leaving their office. Providers who register for this training will receive an email 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 Provider Assistance Center toll free at 1-800-842-8440.

Please supply the following information when registering for a workshop:

- **Provider Name**
- **NPI Number, if not applicable use the AVRS ID Number**
- **Contact Name**
- **Telephone Number (including Area Code)**
  - Email Address (Required for Internet Virtual Classroom Training)
- **Name of Attendee**