

# interChange Provider Important Message

## Attention All Providers - Reminder about the Opioid Prior Authorization (PA) Process

The Department of Social Services (DSS) would like to remind all providers about the Prior Authorization (PA) requirements for opioid medications that were outlined in Provider Bulletin [2019-67](#). If the patient does not meet the 'Clinical Information' criteria found on the Opioid PA Form, you **MUST** fax a letter of medical necessity to the DSS Medical Director for consideration. **Letters of medical necessity must be faxed along with the Opioid PA Form to (860) 424-4822.**

It is also recommended that you fax over a copy of the patient's Prescription Drug Monitoring Program (PDMP) report. All practitioners who prescribe greater than a seventy-two (72) hour supply of any controlled substance are required by State law to review the patient's records in the Connecticut Prescription Monitoring and Reporting System (CPMRS) at <https://connecticut.pmpaware.net/login>.

As a reminder, prescribing providers can check the status of their submitted opioid PA by logging on to the secure Web portal at [www.ctdssmap.com](http://www.ctdssmap.com). As long as the Web User ID used to log in is the master user or a clerk account tied to the NPI submitted on the PA form, you will be able to view the status of the PA. Additional information about the secure Web portal can be found in Provider Bulletin [2019-70](#) or Chapter 10 of the Provider Manual. This can be found at [www.ctdssmap.com](http://www.ctdssmap.com) under Information → Publications → Provider Manuals.