



TO: Pharmacies and Prescribing Providers

RE: Electronic Delivery of Letters Update

The Department of Social Services (DSS) is pleased to announce an update on the implementation of electronic delivery of letters. As previously communicated in provider bulletin PB19-15, Implementation of Electronic Delivery of Letters, this initiative replaces the mailing of many paper letters that providers currently receive from the Connecticut Medical Assistance Program (CMAP) through the United States Postal Service (USPS).

As of October 1, 2019, Pharmacy Prior Authorization letters will be electronically delivered to prescribing providers who have established Secure Web portal accounts. Any prescribing providers who have not yet established their Secure Web portal accounts, or for which a unique Secure Web portal account cannot be determined, will continue to receive these letters via USPS.

PLEASE NOTE: Providers are reminded to regularly check your spam folder (may also be called Junk Email folder depending on the email software used) if you are not receiving the email notifications alerting you that a letter has been posted to your Secure Web portal account.

***IMPORTANT:** Whether you are a provider master user or a clerk, it is very important to ensure your email address remains current.

Providers may refer to provider bulletin [PB19-15](#) for information on how to access eDelivered letters, retention period information for these letters, procedures on how to update clerk roles, procedures for accessing locked or disabled Secure Web portal accounts and instructions for providers who do not currently have a Secure Web portal account but would like to take advantage of the Electronic Delivery of Letters

functionality and create a Secure Web portal account.