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Deidre S. Gifford, MD, MPH, Commissioner

Effective Date: March 13, 2020
Contact: Please see below

TO: Enhanced Care Clinics (ECC)

RE: CMAP COVID-19 Response – Bulletin 7: Enhanced Care Clinic (ECC) Access Requirements

As an interim measure in response to the Governor’s recent declaration of a public health emergency as the result of the outbreak of COVID-19 (coronavirus), the Department of Social Services (DSS) is temporarily suspending Enhanced Care Clinic (ECC) access requirements. This suspension will be in effect from dates of service March 13, 2020 until DSS has notified providers in writing that the state has deemed COVID-19 no longer to be a public health emergency or DSS otherwise determines in writing that some or all of the specific measures taken are no longer needed to help protect the public health (the “Temporary Effective Period”).

In order to address service delivery concerns of ECCs due to the coronavirus emergency, DSS will be:

1. Expecting ECCs to respond to clinical emergencies as they arise within available resources, however, the time requirements for urgent or emergent cases will not be enforced;
2. Allowing clinics to temporarily merge sites to consolidate staff due to staffing shortages caused by the coronavirus;
3. Suspending all Mystery Shopper calls; and
4. Waiving the requirement for extended operating hours allowing providers to shorten operating hours.

Providers are required to submit their contingency plans to their assigned Regional Network Manager at Beacon Health Options within **10 calendar days after the issuance of this bulletin.**

It is the expectation that agencies continue to adhere to their licensing agreements that they may have with their respective State Department(s).

Prior Authorization:

There is no change or new prior authorization (PA) requirements for services rendered either in the office or via telemedicine. All PA requirements are the same as for equivalent in-person services.

Other Response Measures to COVID-19:

In addition to the changes detailed in this bulletin and previously issued CMAP COVID-19 Response Bulletins, DSS also plans to implement other measures to address the needs of our members and provider community in response to COVID-19. Additional guidance will be forthcoming related to various topics and other COVID-19 changes under separate provider bulletins.

Billing Questions:

For questions about billing or if further assistance is needed to access the fee schedules on the Connecticut Medical Assistance Program (CMAP) Web site, please contact the Provider Assistance Center, Monday through Friday from 8:00 a.m. to 5:00 p.m. at 1-800-842-8440.

Posting Instructions:

Policy transmittals can be downloaded from the Web site at www.ctdssmap.com.

Distribution:

This policy transmittal is being distributed to providers of the Connecticut Medical Assistance Program by DXC Technology.

Responsible Units:

DSS, Division of Health Services, Integrated Care Unit - Hector Massari at Hector.massari@ct.gov or Roderick Winstead at Roderick.Winstead@ct.gov

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