



TO: Physicians Groups, Advanced Practice Registered Nurse Groups and Physician Assistants
RE: COVID-19 Response Bulletin 34 – Enrollment of CMAP Out-of-State Providers

As an interim measure in response to the Governor’s declaration of a public health emergency as the result of the outbreak of COVID-19 (coronavirus), the Department of Social Services (DSS) is expanding provider enrollment criteria to permit the enrollment of out-of-state providers who are joining in-state practices and who will be physically rendering in-person services to Connecticut Medical Assistance Program (CMAP) members during the public health emergency.

Please Note: Out-of-state providers wishing to do telehealth from their home state(s) will not be permitted to enroll.

Effective for dates of service April 1, 2020, until DSS has notified providers in writing that the state has deemed COVID-19 to no longer be a public health emergency (the “Temporary Effective Period”), out-of-state providers listed below will be permitted to enroll in in-state groups or facilities.

- Physicians/All Specialties
- Advanced Practice Registered Nurse/All Specialties
- Physician Assistant/All Specialties

Enrollment Criteria

The following criteria exist for the enrollment of these providers:

- The group(s)/facility(s) must enroll the provider as a performing provider (reference instructions in Provider Enrollment section below). The provider is not permitted to enroll as an individual billing provider.
- The provider must follow all in-state enrollment criteria for their

type/specialty but will be required to enter their valid/active out-of-state license on their on-line application. A copy of the active OOS license will need to be sent in as a follow-on-document.

- The provider must be associated to the group(s)/facility(s) they will be supporting.
- The provider must be enrolled with the service location/alternate service location address(es) of the group/facility.
- If the provider moves office locations within the group/facility in the time they reside in Connecticut, it is not necessary for the provider to add/update the addresses supplied at enrollment.
- If the provider moves to a new group/facility, they must be dis-associated from their current group/facility and added to the new group/facility.

Provider Enrollment

To enroll, providers must go to the www.ctdssmap.com Web site and select “Provider Enrollment” from the Home page to access the enrollment Wizard. Providers are encouraged to read all instructions prior to proceeding with the online enrollment process. Providers should gather all data required prior to beginning the enrollment process, as an incomplete application cannot be saved. In addition, an application remaining idle for more than 20 minutes will disconnect the provider from the enrollment Wizard.

Providers should enroll as performing providers by selecting “Individual” and then “Employed/contracted by an Organization” under the enrollment Wizard.

Once the online application is submitted, providers should take note of the Application Tracking Number (ATN). The ATN allows providers to track the status of their enrollment application by selecting “Provider Enrollment Tracking” from the provider main menu on the www.ctdssmap.com Web site Home page.

PLEASE NOTE: Changes cannot be made via the Web portal once the application is submitted. Additional changes must be submitted on paper to the DXC Technology Provider Enrollment Unit. The ATN of the online application should be indicated on all additional documentation submitted to expedite the re-enrollment process.

Once the application is submitted, the provider must fax a copy of his/her home state’s current license to the following fax number 1-877-899-5401. Please include the ATN on each faxed page.

ATN List to DXC Technology

Once the enrollment application(s) have been submitted, the group/facility must supply the ATN(s) to DXC Technology’s Enrollment Unit at ctproviderenrollment@dxc.com. The e-mails will be used to track these out-of-state providers. Once DSS determines that COVID-19 is no longer a public health emergency, these out-of-state providers will be dis-enrolled from the Connecticut Medical Assistance Program.

Re-enrollment

In the event the provider was previously enrolled in the Connecticut Medical Assistance Program and wishes to re-enroll for the purpose outlined above, the provider will need

to contact the Provider Assistance Center at 1-800-842-8440 to request a re-enrollment ATN. To re-enroll, providers must go to the www.ctdssmap.com Web site and select “Provider Re-enrollment” from the Home page to access the re-enrollment Wizard. You will then be prompted to enter your ATN and NPI/non-medical provider identifier to begin the re-enrollment process.

Maintain Organization Members

If a provider is already actively enrolled as an out-of-state provider in the Connecticut Medical Assistance Program, the group/facility may log on to their Secure Web portal account at www.ctdssmap.com account, and navigate to the “Maintain Organization Members” panel to associate that provider to their group/facility.

Enrollment Resources

Providers may access Provider Manual Chapters 3 and 10 for additional information on provider enrollment. Those chapters can be accessed on the www.ctdssmap.com Web site by selecting Information > Publications and selecting the links on the Provider Manuals panel to each chapter.

For questions about enrollment, please contact the Provider Assistance Center, Monday through Friday from 8:00 a.m. to 5:00 p.m. at 1-800-842-8440.