



Procedures for Updating Client Third Party Liability Information May 31, 2023

NEW HMS Phone Number: 1-866-252-0671

This communication is to provide guidance on how to update client Third Party Liability (TPL) health insurance information. This guidance is directed to CTDSS clients and their families or legal guardians, CTDSS Eligibility Staff, other CTDSS Business Units, and public and private agencies who work with CTDSS clients.

Under Federal regulation, CTDSS is the payer of last resort. Client health insurance (TPL) must first be used to pay for a client's health care costs before Connecticut Medicaid. Accordingly, CTDSS is required to capture known client health insurance information on the person's ImpaCT record. Client health insurance coverage changes constantly. CTDSS utilizes a TPL contractor, HMS (a Gainwell Technology Company), to account for these changes and maintain accurate health insurance information on CTDSS systems. HMS continually verifies client health insurance and may add new, correct existing, or delete erroneous health insurance coverage from a client's ImpaCT record.

A TPL referral should be made directly to HMS to report new client health insurance, or to have a correction made to a client's existing health insurance policy. Here are the methods in which a TPL referral should be made:

- CTDSS Eligibility Staff should send to HMS the W-1685 Medicaid Insurance Information form by FAX: 1-469-320-5117, or by scanning the form into a PDF file and sending it by secure email to: CTinsurance@gainwelltechnologies.com

An urgent TPL referral should be made to HMS to fix incorrect health insurance information that adversely affects the client's ability to receive a health care good or service, or if a TPL Good Cause situation exists where CTDSS is required to waive TPL requirements and not capture health insurance on a client's ImpaCT record, if it is anticipated that this would result in reprisal against, and cause physical or emotional harm to the client or other persons. Urgent TPL referrals should be made to HMS by calling 1-866-252-0671 (8:30AM – 5:30PM), or by secure email: CTinsuranceescalation@gainwelltechnologies.com.

- HMS will make needed changes to the client's health insurance coverage and respond back to the sender within 24 hours of receipt of the urgent TPL referral.
- Routine TPL referrals, which are not urgent or TPL Good Cause-related, may be made to HMS by calling: 1-866-252-0671 , or by secure email to: CTinsurance@gainwelltechnologies.com

Please contact Catherine Leaper in the Office of Quality Assurance if you have any questions regarding these TPL referral procedures (Catherine.Leaper@ct.gov , 860-424-5164). Thank you.