



A Connecticut Medical Assistance Program Refresher Workshop For Waiver Service Providers

Presented by

The Department of Social Services (DSS) and Gainwell Technologies

Are you or your staff in need of a refresher on current Connecticut Medical Assistance Program (CMAP) procedures related to non-medical Waiver services claim submission guidelines? If you’ve answered yes, please join us! The following workshops are being offered as an overview of non-medical Waiver services for State Funded Connecticut Home Care (CHC) clients and HUSKY clients with an Acquired Brain Injury (ABI), Autism, CHC, Mental Health (MH) or Personal Care Assistance (PCA) Waiver. These workshops will provide important information about CMAP as well as provide a review of non-medical Waiver service prior authorization requirements, claim submission guidelines, claim reprocessing and other important topics that impact non-medical Waiver Service providers.

Workshop Topics Will Include:

2022 Program Updates and Reminders	Electronic Visit Verification (EVV) Updates & Reminders
Re-Enrollment – Steps to Prevent Disenrollment	Maintaining your Secure Web Account
Eligibility Verification/Resolution of Ineligibility	Prior Authorization/Care Plan Review
Claim Submission	Claim Denial and Resolution
Monthly Claims Reprocessing	Program Tools and Resources

Please follow the registration instructions below to register for the workshop of your choice. If you have any questions concerning this information, please contact the Provider Assistance Center at 1-800-842-8440. Please join us! We look forward to your attendance at one of the workshops noted below.

WORKSHOP LOCATIONS, DATES, AND TIMES

The workshop locations, dates and times for the Waiver Service Provider Refresher workshops are listed below. The registration link is listed beneath the date of the workshops. **To register for a workshop, select the link and register for the workshop of your choice online.** Please refer to the “How to Register for a Workshop” instructions below if you require further assistance with the registration process.

Virtual Classroom Dates and Times:

Wednesday, September 21, 2022 9:00 am – 12:00 pm

Thursday, September 29, 2022 1:00 pm – 4:00 pm

Registration Due Date:

Friday, September 16, 2022

Monday, September 26, 2022

<https://www.surveymonkey.com/r/22WSP264>

HOW TO REGISTER FOR A WORKSHOP

To register for this workshop, click on the link above or visit the www.ctdssmap.com Web site and go to Information, then Publications and scroll down to Provider Workshop Invitation Forms. **Click on the Registration Link, complete the registration form and select the Waiver Refresher Workshop you wish to attend.**

Once you click “Register Now” at the bottom of your registration page, you will be provided a workshop confirmation number. Please retain this number for your records should you need to discuss your registration with Gainwell Technologies. **If you do not receive a confirmation number, you have not successfully registered for this workshop.**

Please be sure to include all registration information indicated below to ensure timely and accurate attendance registration.

Virtual Classroom Training

Gainwell Technologies utilizes internet virtual classrooms via Microsoft Teams that allow class participants to attend a workshop without leaving their office. Providers who register for this training will receive an email with directions on how to attend this training. **For this reason, it is critical that providers enter a valid email address at the time of registration.** If this confirmation email is not received two (2) days prior to the training, please contact the Provider Assistance Center toll free at 1-800-842-8440.

Please supply the following information when registering for a workshop:

- Provider Name
- NPI or AVRS ID Number
- Contact Name
- Telephone Number (including Area Code)
- Email Address (Required for Internet Virtual Classroom Training)
- Name of Attendee

Inclement Weather

Should inclement weather occur on the date of a workshop resulting in a cancellation, Gainwell Technologies will post a notice of workshop cancellation at **1-833-700-8959, extension 3154000.**