



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:

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| Program Updates and Reminders | Electronic Visit Verification (EVV) Updates & Reminders |
| Re-Enrollment – Steps to Prevent Disenrollment | Secure Web Account – Importance of Set-up and Account Maintenance |
| Eligibility Verification/Resolution of Ineligibility | Prior Authorization/Care Plan Review |
| Claim Submission/Inquiry | Claim Denial and Resolution |
| Monthly Claims Reprocessing | Remittance Advice Reconciliation |
| Program Tools and Resources | Questions and Comments |

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:

Registration Due Date:

Thursday, May 2, 2024 9:00 am – 12:00 pm

Monday, April 29, 2024

Tuesday May 7, 2024 9:00 am – 12:00 pm

Thursday, May 2, 2024

<https://www.surveymonkey.com/r/24WSP123>

HOW TO REGISTER FOR A WORKSHOP

To register for this workshop, 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