

interChange Provider Important Message

TO: Connecticut Home Care Program for Elders, Acquired Brain Injury, Personal Care Assistance Waiver Homemaker and Companion Agencies

RE: Provider Audit Requirements

The purpose of this communication is to clarify and reinforce provider audit requirements. Allied Community Resources (Allied), acting as an agent of the State, conducts provider audits at various intervals of time. The Readiness Review occurs after Allied has credentialed the provider and the provider is enrolled in the Connecticut Medical Assistance Program (CMAP). The Readiness Review consists of a checklist of required items that must be submitted to Allied. The Readiness Review is an opportunity to ask questions regarding the requirements so that expectations are clear. Following the Readiness Review, Allied conducts an initial audit after 6 months, at one year and randomly thereafter. Allied also conducts remedial audits when the provider did not meet the requirements of a previous audit.

Materials requested by Allied must be submitted by the due date. An extension may be granted if more time is required to obtain the documents. Failure to submit required audit documents by the due date will result in the provider's suspension from receiving new referrals from the Access Agencies. The suspension may last for a period of up to six months. Failure to submit the required documentation within six months will result in the State Department of Social Services Community Options staff conducting an onsite visit.

Should the results of the DSS Community Options staff site visit be unfavorable at this juncture, the provider will be referred to the Department of Social Services Quality Assurance Unit. Adverse actions may be taken such as suspension or termination from the CMAP.

Providers are encouraged to read and understand the Provider Enrollment Agreement and Addendum, the Department of Consumer Protection regulations (Chapter 400o) and become familiar with the CMAP website www.ctdssmap.com. The DSS Community Options Unit, Allied Community Resources and the Department of Consumer Protection are all resources for information and support.



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Resources for information:

- The Gainwell website, www.ctdssmap.com, contains a wealth of information including the Secure Provider Site for billing, viewing prior authorizations, Provider Enrollment/Reenrollment, the fee schedules which can be downloaded, Provider Services with the Provider Assistance Center telephone number, Electronic Visit Verification (EVV), provider bulletins and important messages, the provider manual and much more.
- Chapter 400o, the State of Connecticut Department of Consumer Program regulations which can found at https://www.cga.ct.gov/current/pub/chap_400o.htm. The Department of Social Services Community Options Unit expects all providers to be aware of these regulations.
- Community Options staff are available to assist providers with questions or issues by calling Hope Mitchell-Williams, Health Program Supervisor at 860-706-3290 or Melva Cooper, Manager at 860-949-9314.