

December 2007

Connecticut interChange MMIS Implementation "Hot Topics":

- Automated Voice Response System (AVRS) Features
- Provider Assistance Center
- Pharmacy Prior Authorization Assistance Center (PPAAC)
- Important interChange Implementation Dates
- Connecticut interChange Provider Workshops
- Secure Your Web Access

Automated Voice Response System (AVRS) Features

The Connecticut Medical Assistance Program will be launching a new and enhanced Automated Voice Response System (AVRS) with the new interChange MMIS implementation. The AVRS has a new sound and additional functionality, while continuing to provide all of the resources for providers that are available on the current AVRS.

All Connecticut Medical Assistance Program providers will be supplied with an AVRS ID and PIN (passwords) for the AVRS. This information will arrive by mail prior to go live. For your security and privacy, PINs will be sent in a separate mailing from the Provider Welcome Letter.

When the caller accesses one of the following Provider Assistance Centers, a welcome message is spoken:

- Provider Assistance Center (PAC)
- Pharmacy Prior Authorization Assistance Center (PPAAC)

The caller is prompted to provide the following security information which is then validated via the interChange MMIS:

- AVRS ID
- PIN

The self-service options will then be presented from the assistance center menu, which varies based upon the option selected.

Provider Assistance Center

Effective with the implementation of interChange MMIS on January 25th, 2008, providers will access the AVRS using existing in-state toll free and **NEW** local telephone numbers:

Provider Assistance Center (PAC)

NEW Hours of Operation: M-F, 8:00 am - 5:00 pm EST
1-800-842-8440, in-state toll free

NEW (860)269-2028, local to Farmington and out-of-state

For further details on the menu features of the Provider Assistance Center, turn to page 2 of this newsletter.

Pharmacy Prior Authorization Assistance Center (PPAAC)

Effective with the implementation of interChange MMIS on January 25th, 2008, providers will access the PPAAC AVRS using **NEW** in-state toll free and **NEW** local telephone numbers:

Pharmacy Prior Authorization Assistance Center

Hours of Operation: 24/7

NEW 1-866-409-8386, in-state toll free

NEW (860)269-2030, local to Farmington and out-of-state

For further details on the menu features of the PPAAC, turn to page 3 of this newsletter.



In this Issue

Automated Voice Response System (AVRS) Features	1
Provider Assistance Center	1-2
Pharmacy Prior Authorization Assistance Center (PPAAC)	1,3
Important interChange Implementation Dates	4
Connecticut interChange Provider Workshops	5
Secure Your Web Access	6

Provider Assistance Center: Menu Features

Request Forms & Receive Via Fax **NEW**

This feature will allow the provider to hear a menu of the most frequently requested forms from the Connecticut Medical Assistance Program and have them faxed to a return fax number.

Prior Authorization Status Inquiry **NEW**

This feature offers the ability for providers to inquire upon Medical Prior Authorizations, or transfer to the Pharmacy Prior Authorization Assistance Center for Pharmacy Authorizations. Providers will enter a series of data elements such as:

- Inquiry by Prior Authorization Number
- Inquiry by Client Number and Start Date (if known)
- Transfer to the Pharmacy Prior Authorization Assistance Center menu

Any of the following details are spoken to the provider, as available in the system:

- Number of prior authorization requests in process or finalized
- Line Item Status
- Service Code and Modifiers, if applicable
- Tooth Information
- Authorized Quantity or Amount
- Authorized Effective and End Dates

Client Eligibility Verification Inquiry

This feature will allow active providers to select criteria and enter, as prompted. The eligibility status will then be spoken to the caller.

The eligibility status, when spoken, will provide the following details as available (If not eligible then only that status, the name and the inquiry verification number are offered to the caller):

- Eligible Plans and Lock-In Service Types (return limit of 3 each)
- Managed Care Organization and Phone Number, if applicable
- Client Gender, Date of Birth, Name
- Insurance Coverage (return limit of 10 third party liability coverages)
- Inquiry Verification Number

Remittance Advice Inquiry

This feature will allow the provider to hear remittance advice (RA) data. The provider ID submitted during the Log On process is used for the RA inquiry.

When RAs exist, the AVRS speaks:

- Most recent RA Issue Date
- Amount Paid

Claim Status Inquiry

This feature will allow the provider to hear Claim Status Inquiry based on one of the following criteria and enter as prompted.

- Internal Control Number (ICN) as displayed on your remittance advice (RA)
- Client Number with From and Through Dates of Service

The Claim status and any of the following details are spoken, as available:

- Denial Date
- Paid Date and Amount

Change AVRS

Personal Identification Number (PIN)

This feature will allow the provider to change their personal identification number (PIN) e.g. PIN has expired. Upon a successful PIN update, the caller goes to the Main Menu. Otherwise, the caller is transferred to a Customer Service Representative (CSR).

AVRS Telephone Alphabetic

Keying Instructions

This feature provides information on how to enter alphabetic characters on the keypad.

Summary:

Three key presses are required for each letter.

First Press - * (the asterisk)

Second Press - Number with letter listed

Third Press - Number for the letter's position (1, 2, 3)

Use *11 for Q and *12 for Z

Electronic Data Interchange (EDI)

Help Desk

This feature transfers the call to an EDI Help Desk representative.

Customer Service Representative Assistance

This feature transfers the caller to a Customer Service Representative (CSR) and prompts the caller to hold.

Diagnosis Code Look up

This feature allows the caller to perform Diagnosis Code Look Up.

The Diagnosis Code coverage status(covered, not covered, or not on file) and any of the following details are spoken as available:

- Gender Restriction
- Age Restriction

Pharmacy Prior Authorization Assistance Center (PPAAC): Menu Features

Pharmacy Prior Authorization (PA) *NEW*

This feature offers the ability for the caller to inquire upon Pharmacy Prior Authorization requests in the system. This option is for Pharmacy and enrolled physicians only to check status of Prior Authorization requests.

Any of the following details are spoken, as available:

For Inquiry by Client Number

- Client number
- Prior Authorization number
- Line item (line indicator & short status description)
- National Drug Code number

For Inquiry by PA Number

- Prior Authorization number
- Line item (line indicator & short status description)
- National Drug Code number

Request Forms & Receive Via Fax *NEW*

This feature will allow the provider to hear a menu of the most frequently requested forms from the Connecticut Medical Assistance Program and have them faxed to a return fax number.

Customer Service Representative Assistance

This feature transfers the caller to a Customer Service Representative (CSR) and prompts the caller to hold.

Web Portal Site Map Changes

The state of Connecticut's Medicaid Assistance Program will be launching a new Public Web site with the Connecticut interChange MMIS implementation. The Web site has a new look and additional functionality, while continuing to provide all of the resources for Clients and Providers that are available on the current Web site.

The general page layout includes icons for the Main Menu items on the Home page, with an additional horizontal listing of menu items across the top of each page and Quick Links access to the main features of page or menu items.

The multiple navigation options allow each user to easily locate and navigate to their desired destination on the Web site.

Main Menu options - Public Home Page

Information:

Hot Topics - Information on recent changes for the Connecticut Medical Assistance Program, Remittance Advice Banner Announcements

Important Messages - Links to the most recent Provider Bulletins

Publications - Forms, Bulletins, Provider Manuals and other information

Links - A collection of State, Government, Medical and general Web sites of interest to the Medicaid community

HIPAA - General HIPAA information including a list of transactions, Frequently Asked Questions and a Glossary of Terms

Provider:

Online Provider Enrollment Wizard *NEW*

Provider Enrollment Application status inquiry *NEW*

Access to the Provider Services page with contact information, schedules and training information.

Access to the Provider Search feature

Secure Site login page

Trading Partner:

Trading Partner Enrollment Wizard *NEW*

Trading Partner Users Guide

Provider Electronic Solutions billing instructions

EDI (Electronic Data Interchange)

Provider Electronic Solutions software downloads

Companion Guide

Trading Partner Agreement

Trading Partner Users Guide

Web/AVRS Users Manual

Pharmacy transaction code lists

ConnPACE:

On Line Enrollment Wizard *NEW*

ConnPACE program information

Contact Information

Printable Application Form

Pharmacy:

Pharmacy Program Publications

Preferred Drug List information

Pharmacy Prior Authorization

Retrospective Drug Utilization Review

Drug Rebate



Important interChange Implementation Dates and Provider Impacts

Date	Event	Provider Impact
1/8/2008	Last day to process all adjustments in current system.	Make sure all your PCARs are sent to EDS prior to this date to ensure they will be processed in the current system.
1/10/08	Trading Partner Agreements (TPAs) or updates received after 1/10/08 will be processed in the new system.	Make sure your TPAs are submitted to EDS prior to this date to ensure they will be processed in the current system.
1/11/08	All New enrollment requests and current provider updates received after this date will be processed in the new system.	Make sure your enrollments are submitted to EDS prior to this date to ensure they will be processed in the current system. Go to the current Web site and download the new enrollment form available on 1/7/2008 at www.ctmedicalprogram.com > The "New" Connecticut interChange > NEW Forms
1/17/08	Web User ID letters mailed on yellow mailer.	Make sure you keep both letters so you can set up your new Web/AVRS accounts on the new Web site www.ctdssmap.com beginning 1/25/2008.
1/19/08	PIN letters mailed on red mailer.	
1/18/08	Paper UB-04 and CMS 1500 claims received after this date will be processed in the new system.	Make sure paper claims are submitted to EDS prior to this date to avoid delays. Original red dropout claim forms may be purchased by contacting RR Donnelley Toll Free at 1-888-665-2600 x2913 or (602) 808-2913 or other medical form vendors throughout the United States.
1/18/08	Last day to accept old Prior Authorization (PA) forms.	Providers must go to the new Web site www.ctdssmap.com and download the new PA form for submissions on or after 1/21/08.
1/21/08	First day to accept new interChange PA forms.	
1/21/08	First day to accept new NCPDP and ADA-2006 claim forms and follow new billing instructions in Provider Manuals Ch. 8.	Providers must go to the new Web site www.ctdssmap.com for the most current billing instructions. Go to the current Web site and download the new PA form available on 1/7/2008 at www.ctmedicalprogram.com > The "New" Connecticut interChange > NEW Forms.
1/24/08	As of 8 p.m. OMNI devices are no longer supported by the current MMIS.	Providers should read Provider Bulletin 2007-60 for instructions and contacts on acquiring the new POS device.
1/24/08	Last date to submit all electronic claims/transactions in current MMIS . Claims requiring suspense for review will deny and will need to be resubmitted.	Make sure your claims are submitted to EDS prior to this date to ensure they will be processed in the current system. Prepare to resubmit those claims that denied as a result of suspense out of the 01/25/08 claims cycle.
1/25/08	Upgrade Provider Electronic Solutions (PES) 3.72 to 3.73 from Web Portal www.ctdssmap.com .	Providers will need to submit all their transactions using the current version of PES prior to downloading the new 3.73 PES version
1/25/08	Last financial claims cycle in current system.	New CT interChange system goes live - Providers will receive their last RA from the old system in this cycle.
2/8/08	First CT interChange financial claims cycle.	Providers will receive their first interChange RA out of this cycle.

Connecticut interChange Provider Workshops

The Department of Social Services and EDS strongly recommend that a member of your claims submission staff attend one of the following Connecticut interChange Provider Workshops. A well-informed provider is critical to the success of the transition to the new Connecticut interChange system.

Please register to attend one today at the current Web site:

www.ctmedicalprogram.com > The "New" Connecticut interChange > Connecticut interChange Provider Workshops

Workshop	Location	Date	Time
Dental	Connecticut Hospital Association, Wallingford, CT	12/6/2007	1:30 - 4:00 pm
	Connecticut Hospital Association, Wallingford, CT	12/20/2007	9:00 - 11:30 am
Home Health	Connecticut Hospital Association, Wallingford, CT	12/6/2007	9:00 - 11:30 am
	Acton Public Library, Old Saybrook, CT	12/14/2007	1:30 - 4:00 pm
Institutional	Connecticut Hospital Association, Wallingford, CT	12/3/2007	9:00 - 11:30 am
	Danbury Hospital, Danbury, CT	12/5/2007	1:30 - 4:00 pm
	Acton Public Library, Old Saybrook, CT	12/7/2007	1:30 - 4:00 pm
	Danbury Hospital, Danbury, CT	12/10/2007	9:00 - 11:30 am
	Connecticut Hospital Association, Wallingford, CT	12/27/2007	9:00 - 11:30 am
Pharmacy	Teleconference - Phone: 800-857-1738 Passcode: 4399687	12/3/2007	3:00 - 4:00 pm
	Teleconference - Phone: 800-988-9352 Passcode: 6345544	12/12/2007	9:00 - 10:00 am
	Teleconference - Phone: 800-988-9352 Passcode: 4671047	12/17/2007	10:00 - 11:00 am
	Connecticut Hospital Association, Wallingford, CT	12/20/2007	1:30 - 3:30 pm
Professional	Connecticut Hospital Association, Wallingford, CT	12/3/2007	1:30 - 4:00 pm
	Charlotte Hungerford Hospital, Torrington, CT	12/5/2007	9:00 - 11:30 am
	Charlotte Hungerford Hospital, Torrington, CT	12/5/2007	1:30 - 4:00 pm
	Windham Hospital, Willimantic, CT	12/7/2007	9:00 - 11:30 am
	Windham Hospital, Willimantic, CT	12/14/2007	9:00 - 11:30 am
	Danbury Hospital, Danbury, CT	12/17/2007	9:00 - 11:30 am



Provider Address

Secure Your Web Access to www.ctdssmap.com

It is important to ensure that you have access to the Web portal to utilize all the self-service features the new interChange system has to offer.

- If your office/company has security measures blocking your access you will need to contact the individual responsible for your firewall and internet access and ask them to grant you access to the above Web site.
- Finding the administrator of your security is key to your success in getting access if it is blocked today so don't delay and make contact with your security administrator.

EDS Holiday Schedule

Thanksgiving	November 22, 2007
	November 23, 2007
Christmas	December 25, 2007

