



**TO: All Providers**

**RE: Implementation of Electronic Delivery of Letters - Replacement to the Mailing of Connecticut Medical Assistance Program Letters**

The Department of Social Services (DSS) is pleased to announce the implementation of electronic delivery of letters. This will eventually replace the mailing of many paper letters that you currently receive from the Connecticut Medical Assistance Program (CMAP) through the United States Postal Service (USPS). This initiative is part of DSS' continuing response to provider survey feedback from providers and office staff who have indicated a preference to receive information electronically and is in addition to the eMessaging functionality for bulletins/policy transmittals announced in provider bulletin PB15-23, Implementation of Electronic Messaging – Replacement to the Mailing of Bulletins/Policy Transmittals. This initiative will be implemented in three phases.

As of March 27, 2019, the first letters that may be delivered electronically are listed below. These are letters sent to actively enrolled CMAP billing providers.

- Letters to Organizations Confirming Changes Made via Secure Web Portal Maintain Organization Members Panel
- Electronic Funds Transfer (EFT) Letters

An additional wave of letters to be implemented in eDelivery, such as provider re-enrollment due notices for both active billing and performing providers, will occur on May 1, 2019. Additional provider notification will be sent prior to that date.

A final wave of letters to be implemented in eDelivery will occur on June 3, 2019. This will include prior authorization notices and third party liability (TPL) trauma questionnaire letters. A final provider notification will be sent prior to that date.

### **Impact to Secure Web Portal Master Users**

CMAP letters will be delivered to providers and trading partners that **currently have existing** Secure Web portal accounts, i.e. the account's master user. No action is required by the master user to begin receiving these letters electronically.

**IMPORTANT NOTE:** If you **do not currently have an existing** Secure Web portal account, you will continue to receive your paper letters through the USPS.

### **Impact to Clerks Associated to Secure Web Portal Master Users**

Letters will also be electronically delivered to the clerk accounts associated to providers and trading partners that have previously been assigned the "Trade Files" role, which has now been renamed "Trade Files Includes E-Delivery."

DSS is also pleased to announce the creation of a new role that can be assigned to clerks, titled "Trade Files E-Delivery Only." This will allow a clerk to access electronically delivered letters only, and not provide access to trade file functions such as downloading remittance

advices (RA). A clerk **cannot** be assigned both the “Trade Files Includes E-Delivery” and the “Trade Files E-Delivery Only” roles.

A sample Clerk Maintenance panel showing the roles available for assignment, including the re-named Trade Files role and the new Trade Files role, can be found on Figure 1 in Attachment A of this bulletin.

### **Email Notification**

Providers/trading partners, as well as clerks assigned to either of the trade files roles, will receive an email notifying them when a new letter(s) has been posted to their Secure Web portal account. This email notification will be sent to the email address associated to the Secure Web portal account. To update this email address\*, logon to your Secure Web portal account at [www.ctssmap.com](http://www.ctssmap.com) and go to the Account Maintenance panel. If a clerk is associated to multiple master users, their email notification will indicate the AVRS ID(s) for which letters have been posted.

**\*IMPORTANT:** Whether you are a provider/trading partner master user or a clerk, it is very important to ensure your email address remains current.

### **How to Access Letters**

In order to access eDelivered letters, a provider/trading partner master user or their associated clerk that has been assigned the appropriate role will logon to their Secure Web portal account at [www.ctdssmap.com](http://www.ctdssmap.com). Once logged on, select Trade Files > Download from the menu items, as shown in Figure 2 of Attachment A, and then select eDelivery from the Transaction Type drop down box, as shown in Figure 3 of Attachment A. This will then

display the letters posted for eDelivery. If a clerk is associated to multiple organizations, they can continue to use the switch provider functionality to navigate to the AVRS ID to which letters have been posted.

If you attempt to access a letter and it is still in the process of being posted, you will receive a message that asks you to check back in a few hours.

### **Retention Period**

It is important to note that the letters will be available within the Secure Web portal account for a period of six (6) to twelve (12) months. Any letters that need to be retained for a longer period of time should be downloaded and saved by the provider/trading partner or their associated clerks.

### **Procedures for Locked/Disabled Accounts**

As a reminder, if you have not logged into your Secure Web portal account within the last ninety (90) days, a functionality has been implemented that allows users to unlock and re-enable their accounts. This functionality also allows Secure Web portal account users to more easily re-set their passwords. Providers and trading partners may refer to provider bulletin PB18-34, Enhanced Secure Web Site Features for Password Resets, Locked Accounts, and Disabled Accounts for more information on unlocking accounts and re-setting passwords.

### **Providers without Secure Web Portal Accounts**

If you do not currently have a Secure Web portal account, **no action** is necessary on your part. You will continue to receive your letters via the USPS.

If you wish to take advantage of this eDelivery functionality, and the many other functions that are available via a Secure Web portal, you may request a Personal Identification Number (PIN) by submitting an email to [webmaster-](mailto:webmaster-ctmedicalprog@dx.com)

[ctmedicalprog@dx.com](mailto:ctmedicalprog@dx.com). That email must contain the following information in order for your request to be processed:

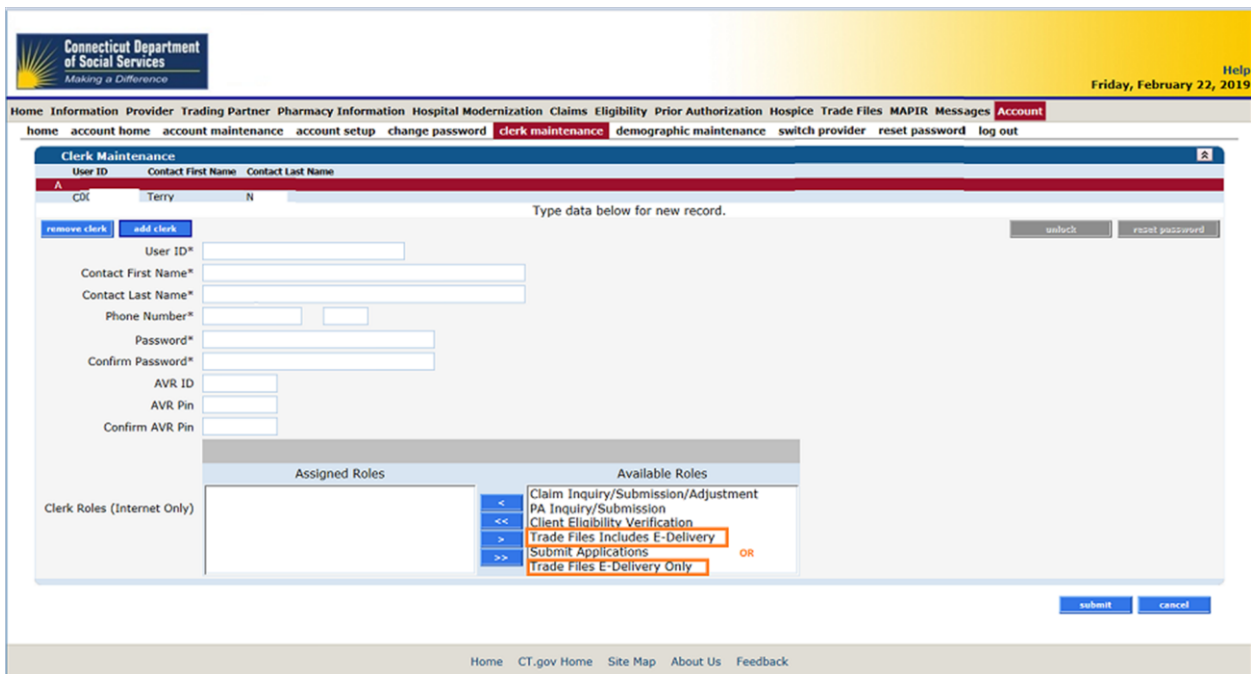
- **NPI and AVRS ID**

**Attachment A**

The figure below shows the available roles to be assigned to a clerk. To assign roles, the master user must:

- Log on to their Secure Web portal account.
- Once logged on, select Clerk Maintenance.
- On the Clerk Maintenance panel, the master user may either:
  - Select an existing clerk ID to add/remove roles
  - Create a new clerk by selecting the add clerk button and then assigning the appropriate roles.

For additional information on Clerk Maintenance, providers may access Chapter 10 from the [www.ctdssmap.com](http://www.ctdssmap.com) Web portal, by selecting Information > Publications.



*Figure 1 – Available Clerk Roles*

Once logged on, select Trade Files then Download from the menu items, as shown below.

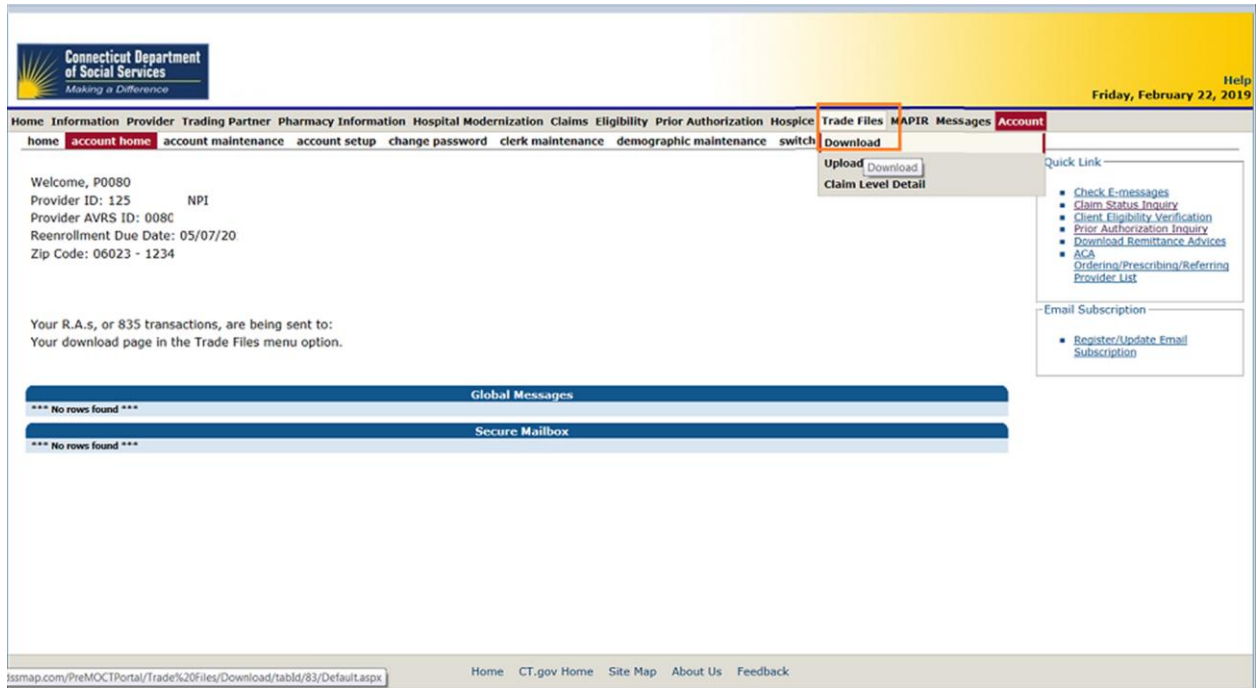


Figure 2 – Trade Files > Download

Select E-Delivery from the Transaction Type drop down box and then select search.

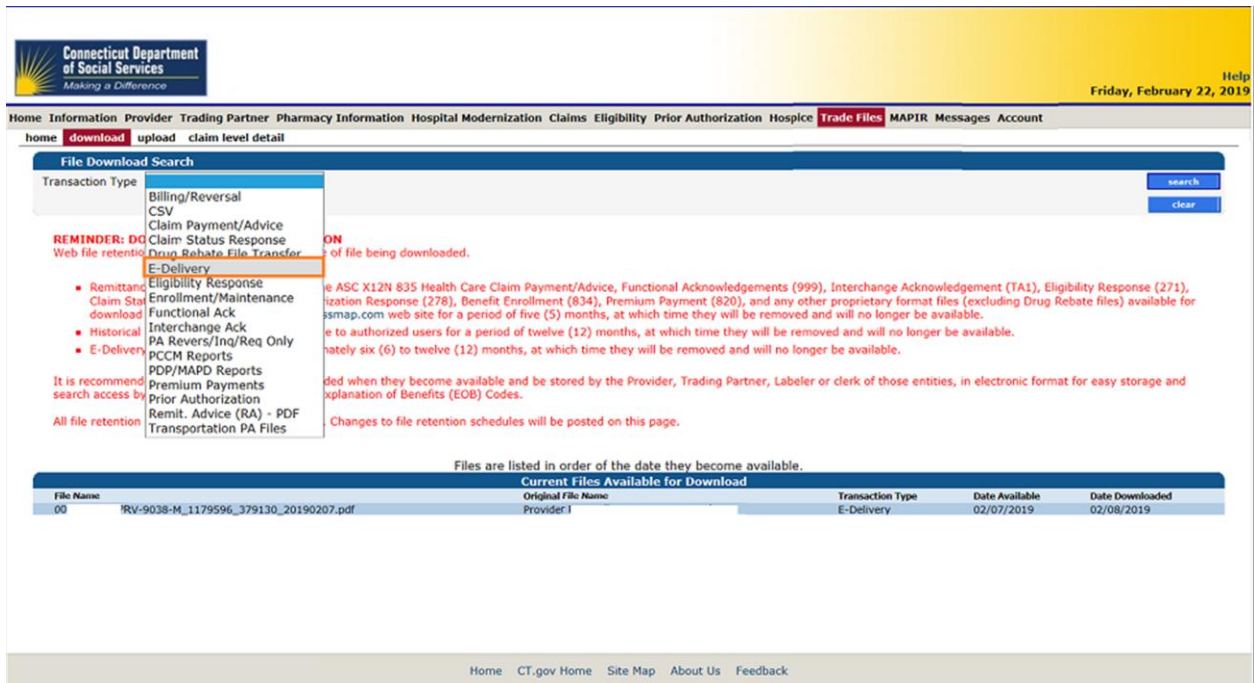


Figure 3 – Transaction Type > E-Delivery