



**TO: All Providers**

**RE: Third Party Liability (TPL) Audit Letter and Report Distribution Changes: Electronic Delivery via the Web Portal**

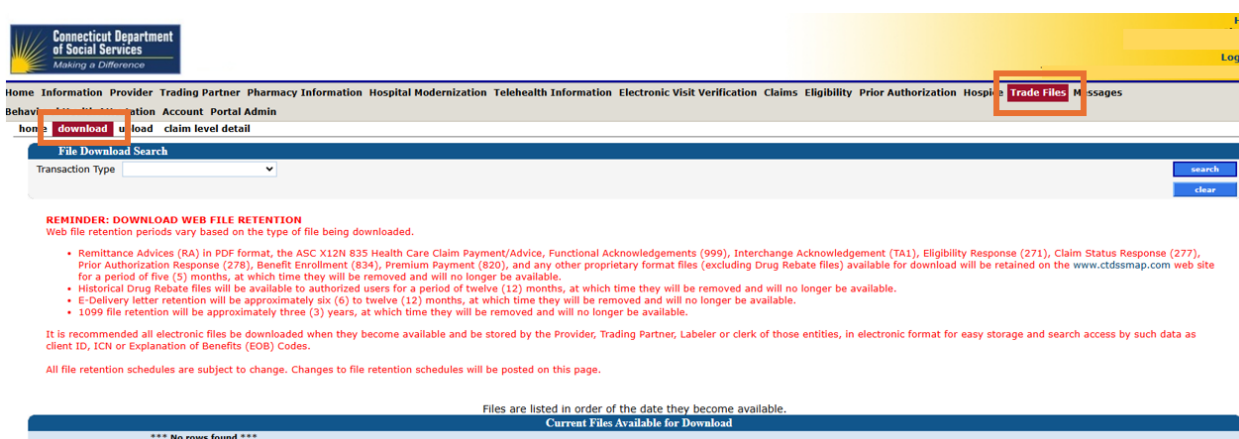
As of June 1, 2025, Third Party Liability (TPL) Audit Letters and Reports will be electronically delivered to providers who have established Secure Web portal accounts. Any providers who have not yet established their Secure Web portal accounts, or for which a unique Secure Web portal account cannot be determined, will continue to receive these letters via USPS.

To facilitate ease of claim submission, electronic claims do not require attachments for claims that have other insurance payment, other insurance denial, or Medicare denial. Although the attachments are not sent to Gainwell Technologies, the provider is required to retain these attachments and provide copies for Department of Social Services (DSS) post-payment audits. Each month DSS randomly selects providers to participate in the third-party

liability audit. Providers are sent a letter and a report that identifies the claims for which an Other Insurance Explanation of Benefits (EOB) or Explanation of Medicare Benefits (EOMB) must be submitted. **Failure to respond to the audit results in recoupment of the claims listed on the audit report.**

1. Providers 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 that Secure Web portal account.
2. Providers will need to log into their Secure Web portal account and follow the guidance below to download the TPL Audit letter(s).

**Once logged into the Secure Web Portal, select Trade Files then Download from the menu items, as shown on screen shots below.**



**Figure 1 – Trade Files > Download**

- Select E-Delivery from the **Transaction Type drop down box** and then select **search**.
- The Current Files Available for Download panel updates files for the transaction type requested. Files are sorted by the date they become available, beginning with the most recent.
- Select the TPL letter from the Current Files Available for Download list and click to open.

**Connecticut Department of Social Services**  
Making a Difference

Home Information Provider Trading Partner Pharmacy Information Hospital Modernization Telehealth Information Electronic Visit Verification Claims Eligibility Prior Authorization Hospice Trade Files

Messages Behavioral Health Attestation Account

home download upload claim level detail

**File Download Search**

Transaction Type: **E-Delivery** search clear

**REMINDER: DOWNLOAD WEB FILE RETENTION**  
Web file retention periods vary based on the type of file being downloaded.

- Remittance Advices (RA) in PDF format, the ASC X12N 835 Health Care Claim Payment/Advice, Functional Acknowledgements (999), Interchange Acknowledgement (TA1), Eligibility Response (271), Claim Status Response (277), Prior Authorization Response (278), Benefit Enrollment (834), Premium Payment (820), and any other proprietary format files (excluding Drug Rebate files) available for download will be retained on the www.ctdssmap.com web site for a period of five (5) months, at which time they will be removed and will no longer be available.
- Historical Drug Rebate files will be available to authorized users for a period of twelve (12) months, at which time they will be removed and will no longer be available.
- E-Delivery letter retention will be approximately six (6) to twelve (12) months, at which time they will be removed and will no longer be available.
- 1099 file retention will be approximately three (3) years, at which time they will be removed and will no longer be available.

It is recommended all electronic files be downloaded when they become available and be stored by the Provider, Trading Partner, Labeler or clerk of those entities, in electronic format for easy storage and search access by such data as client ID, ICN or Explanation of Benefits (EOB) Codes.

All file retention schedules are subject to change. Changes to file retention schedules will be posted on this page.

Files are listed in order of the date they become available.

File Name	Title	Date Available	Date Downloaded
004025250-TPL-0600-M_1344145_411127_20250421.pdf		04/21/2025	

Figure 2 – Transaction Type &gt; E-Delivery

- Depending on the letter received, the audit will be either a TPL Crossover Audit or a standard TPL audit. Providers will need to download the appropriate report by selecting one of the two report titles noted below from the same **Transaction Type drop-down menu** and then click on the **search** button.

### TPL Crossover Audit Rpt or TPL Audit Report (examples below)

- The Current Files Available for Download panel updates files for the transaction type requested. Files are sorted by the date they become available, beginning with the most recent.
- Then select a report from the Current Files Available for Download list and click to open.

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**File Download Search**

Transaction Type: **TPL Crossover Audit Rpt** search clear

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- Remittance Advices (RA) in PDF format, the ASC X12N 835 Health Care Claim Payment/Advice, Functional Acknowledgements (999), Interchange Acknowledgement (TA1), Eligibility Response (271), Claim Status Response (277), Prior Authorization Response (278), Benefit Enrollment (834), Premium Payment (820), and any other proprietary format files (excluding Drug Rebate files) available for download will be retained on the www.ctdssmap.com web site for a period of five (5) months, at which time they will be removed and will no longer be available.
- Historical Drug Rebate files will be available to authorized users for a period of twelve (12) months, at which time they will be removed and will no longer be available.
- E-Delivery letter retention will be approximately six (6) to twelve (12) months, at which time they will be removed and will no longer be available.
- 1099 file retention will be approximately three (3) years, at which time they will be removed and will no longer be available.

It is recommended all electronic files be downloaded when they become available and be stored by the Provider, Trading Partner, Labeler or clerk of those entities, in electronic format for easy storage and search access by such data as client ID, ICN or Explanation of Benefits (EOB) Codes.

All file retention schedules are subject to change. Changes to file retention schedules will be posted on this page.

Files are listed in order of the date they become available.

File Name	Original File Name	Transaction Type	Date Available	Date Downloaded
2435198_0_9041261A_TPLAUDITXBATCH_0_004236148.txt	TPLX_004236148.txt	TPL Crossover Audit Rpt	03/28/2025	

Figure 3 - TPL Crossover Audit Rpt if letter states this is a TPL Crossover Audit.

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**File Download Search**

Transaction Type:

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- Remittance Advices (RA) in PDF format, the ASC X12N 835 Health Care Claim Payment/Advice, Functional Acknowledgements (999), Interchange Acknowledgement (TA1), Eligibility Response (271), Claim Status Response (277), Prior Authorization Response (278), Benefit Enrollment (834), Premium Payment (820), and any other proprietary format files (excluding Drug Rebate files) available for download will be retained on the [www.ctdssmap.com](http://www.ctdssmap.com) web site for a period of five (5) months, at which time they will be removed and will no longer be available.
- Historical Drug Rebate files will be available to authorized users for a period of twelve (12) months, at which time they will be removed and will no longer be available.
- E-Delivery letter retention will be approximately six (6) to twelve (12) months, at which time they will be removed and will no longer be available.
- 1099 file retention will be approximately three (3) years, at which time they will be removed and will no longer be available.

It is recommended all electronic files be downloaded when they become available and be stored by the Provider, Trading Partner, Labeler or clerk of those entities, in electronic format for easy storage and search access by such data as client ID, ICN or Explanation of Benefits (EOB) Codes.

All file retention schedules are subject to change. Changes to file retention schedules will be posted on this page.

Files are listed in order of the date they become available.

File Name	Original File Name	Transaction Type	Date Available	Date Downloaded
2435211_0_28E7A327_TPLAUDITBATCH_0_002078807.txt	TPL_AUDIT_002078807.txt	TPL Audit Report	03/28/2025	

**Figure 4 – TPL Audit Report if letter states this is a third-party liability audit.**

PLEASE NOTE: Providers are reminded to regularly check your spam folder (may also be called Junk Email folder depending on the email software used) if you are not receiving the email notifications alerting you that a letter has been posted to your Secure Web portal account.

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

Providers may refer to provider bulletin [PB19-15](#) for detailed information on how to access e-Delivered letters, retention period information for these letters, procedures on how to update clerk roles, procedures for accessing locked or disabled Secure Web portal accounts, and instructions for providers who do not currently have a Secure Web portal account but would like to take advantage of the Electronic Delivery of Letters functionality by creating a Secure Web portal account.