



TO: Access Agencies, Connecticut Home Care Service Providers and Other Provider Agencies Interested in Delivering Support and Planning Coach Services

RE: Community First Choice Enrollment and Reimbursement Changes

The Department of Social Services (DSS) is making changes to the Community First Choice (CFC) program relating to Support and Planning Coach (S & P) agency-based services. Currently, Allied Community Resources, the DSS CFC Fiscal Intermediary (FI), bills on behalf of all CFC services. DSS will be removing the Support and Planning Coach, Agency procedure code (2043Z) from the CFC FI fee schedule, allowing S & P agencies to bill Gainwell Technologies directly for reimbursement of this code. Allied will continue to bill the Support and Planning Coach, Individual services procedure code (2042Z).

In addition to the S & P Coach service, DSS will be adding an additional procedure code, (H2014), skills training and development, for S & P Coach Electronic Visit Verification (EVV) Assistance services. S & P Coach services will continue to be optional for EVV.

To accommodate these changes, agencies interested in providing support and planning services will be required to enroll as CFC billing providers, with a specialty of Support and Planning (S&P) Coach, to obtain reimbursement from DSS.

Enrollment Requirements

Agencies enrolling as CFC S & P Coach providers:

- Must be credentialed by Allied Community Resources. A copy of their credentialing letter must be submitted to Gainwell Technologies as a follow-on document to their on-line Enrollment Application.
- Are regarded as atypical, providing non-medical services and do not require the

provider agency bill with an NPI and taxonomy.

- Must have a physical location address. The provider's location address will be subject to site review.
- Are not required to have a Department of Public Health (DPH) license or Medicare provider number.
- Will be reimbursed directly via Electronic Funds Transfer (EFT).
- Will be required to store paper or electronic records, at all times at their location, with records available upon request.
- Will be required to re-enroll every sixty (60) months.

Providers who have been credentialed by Allied as S & P Coach Agencies and have their credentialing documents are encouraged to **begin enrolling as early as February 1, 2022** or shortly thereafter, to ensure they are enrolled and have completed all post enrollment activities **prior to claim submission training** as the credentialing and enrollment process may take several weeks to complete.

Provider Enrollment

To enroll, providers must go to the www.ctdssmap.com Web site Home page and select "Provider Enrollment" from the drop-down "Provider" menu to access the Enrollment Wizard.

- Providers are encouraged to read all instructions prior to proceeding with the online enrollment process.
- Providers should gather all data required prior to beginning the enrollment process, as an incomplete application cannot be saved.

- Provider applications remaining idle for more than 20 minutes will disconnect the provider from the Enrollment Wizard.
- Changes cannot be made via the Web portal once the application is submitted.
- Additional changes must be submitted on paper to the Gainwell Technologies Provider Enrollment Unit.
- The ATN of the online application should be indicated on all additional documentation submitted to expedite the enrollment/re-enrollment process.

Once the online application is submitted, providers should take note of the Application Tracking Number (ATN). The ATN will allow providers to track the status of their enrollment application by selecting “Provider Enrollment Tracking” from the “Provider” menu on the www.ctdssmap.com Web site Home page.

Post Enrollment Activities

Successfully enrolled providers will receive both a Welcome and PIN letter to set up their Secure Web Account for the CFC S & P Coach program. The setup of a secure Web account allows the provider access to multiple on-line functionalities to maintain an updated enrolled provider file, in addition to multiple functionalities to support client eligibility, Prior Authorization (PA) and successful claim submission.

Provider Re-enrollment

Re-enrollment for “CFC S&P Coach” Agencies will occur every five (5) years. Six months prior to their re-enrollment due date, providers will receive a notification via e-delivery from Gainwell Technologies that it is time to re-enroll along with an Application Tracking Number (ATN).

Prior to re-enrolling, “CFC S & P Coach Agencies” **must successfully re-credential with Allied Community Resources.** Providers should re-credential and re-enroll as soon as possible as **applications must be in a finalized status by their re-enrollment due date to prevent being dis-enrolled from the program.**

To re-enroll, providers must go to the www.ctdssmap.com Web site and select “Provider Re-enrollment” from the drop down “Provider” menu. Providers will enter the ATN provided and their AVRS ID. The ATN expedites the re-enrollment process by allowing the provider access to prior enrollment data. Providers should carefully review the data for accuracy, making changes as applicable before submitting their re-enrollment application.

Once the re-enrollment application is submitted, additional changes must be submitted on paper to the Gainwell Technologies Provider Enrollment Unit. **The ATN of the online application should be indicated on all additional documentation submitted, including the re-credentialing approval letter from Allied Community Resources to expedite the re-enrollment process.**

Service Authorization

Prior Authorization (PA) will be required for 2043Z, S & P Care Plan Development and H2014, S & P EVV Assistance. The Procedure Code Crosswalk for each waiver will be updated to reflect the list code and/or applicable procedure code(s) to be authorized.

Service Authorization must be obtained from the servicing Access Agency for HUSKY A, C or D clients with or without an Acquired Brain Injury (ABI), Connecticut Home Care (CHC) or Personal Care Assistance (PCA) Waiver. The Access Agencies will use their current CFC AVRS IDs at the header to set up care plans for

HUSKY members not enrolled in a CHC, ABI, Autism or PCA waiver. For members enrolled in the CHC, ABI and PCA waivers, Access Agencies will add CFC S&P Coach service authorizations to existing waiver care plans with the Access Agency's applicable Waiver AVRS ID at the Care Plan header.

Service authorization must be obtained from the designated Autism Case Manager for HUSKY A or C clients with an Autism Waiver. Autism Case Managers will use their existing Autism AVRS ID to set up care plans for Autism Waiver clients requiring CFC S & P Coach Provider Services.

Provider Training

Gainwell Technologies will offer online enrollment and secure Web account training in **mid to late February 2022** for agencies or their staff new to the CMAP enrollment process and for those agencies interested in a refresher of the enrollment process prior to enrolling as CFC S&P Coach providers. Providers should look for an **invitation to this training by the end of January 2022**.

Providers interested in enrollment training will also be able to access a copy of the provider enrollment presentation on the www.ctdssmap.com Web site. Once it is posted, providers will access this from the Home page, by selecting Provider Training. Under the "Materials" Heading, select CFC Support and Planning Coach Provider Workshops followed by CFC S&P Enrollment Workshop.

Additional training for claim submission requirements will be provided prior to the claim submission effective date. Providers should look for future communications regarding claim submission.

Provider Communications

Written program communications such as Workshop Invitations, Provider Bulletins and Important Messages are communicated to providers via electronic messaging. Providers of CFC S & P Coach services interested in obtaining these communications via electronic messaging should perform the following steps as soon as possible to subscribe:

1. Access the www.ctdssmap.com Web site.
2. Select Provider > E-mail Subscription from the drop-down menu.
3. Once on the E-mail Subscription page, enter the e-mail address you wish to subscribe in the New Subscriber section.
4. Re-enter the e-mail address for verification and click on the Register button.
5. From the right-hand side of the page, use the checkboxes to select "Community First Choice" and any other available subscriptions you would like to receive.
6. Once complete, select Save.

PLEASE NOTE: If you are currently enrolled as another provider type, you may already be subscribed to e-Messaging. If you are already subscribed, you will receive a message that states, "The e-mail address already exists". If you receive this message, you may proceed to modify your existing subscription to include Community First Choice.

A detailed user guide is available on the E-mail Subscription panel by selecting the link that states Click "**here**". Once you have successfully subscribed or modified your existing subscription, you will receive a confirmation email that includes the provider type(s) and/or topic(s) you selected from the checkboxes.

Workshop invitations will also be posted on the www.ctdssmap.com Web site. From the Home page, within the “Provider” box, select the “Provider Training” link. When provider registration for the online enrollment or claim submission CFC S & P Workshop is available, it will appear under the “Workshop Invitations” heading. Providers should click on the “link to register” for the CFC S & P workshop date and time they wish to attend.