



**TO: Acquired Brain Injury (ABI), Autism, CT Home Care (CHC), Personal Care Assistant (PCA) and Community First Choice (CFC) Support and Planning (S&P) Coach Service Providers**

**RE: New Fiscal Intermediary – GT Independence Update Reminder to Medicaid Provider Enrollment and Re-enrollment Process**

As previously communicated, the Department of Social Services (DSS) has a new Fiscal Intermediary, GT Independence (GTI), who has taken over the responsibilities and work previously provided by Allied, effective March 24, 2024. Among its contractual obligations, GTI is responsible for the credentialing of ABI, Autism, CHC, PCA and CFC S & P Coach providers. Autism Waiver Providers should also refer to Provider Bulletin [PB 2024-58](#) for information regarding changes to Autism Waiver Credentialing.

As is the case with transitions, there have been unexpected obstacles which DSS and GTI have identified and continue to resolve. One such obstacle has been the backlog of both new and existing providers needing to be credentialed for Enrollment or Re-enrollment for one or more of the above Provider Type / Specialties.

### **Provider Credentialing**

Agency providers interested in becoming a newly credentialed and enrolled provider should email [providercredentialing@gtisd.org](mailto:providercredentialing@gtisd.org) for a credentialing application. All agency providers seeking credentialing must complete and submit the application with supporting documents to [providercredentialing@gtisd.org](mailto:providercredentialing@gtisd.org).

Existing providers seeking re-enrollment should recredential when they have received notification from Gainwell Technologies that it is time to re-enroll.

Providers who have received a re-enrollment due letter who have not yet been in contact with GTI, should immediately send an email to [providercredentialing@gtisd.org](mailto:providercredentialing@gtisd.org) requesting credentialing documentation and providing the

contact information of the individual who will be responsible for completing the recredentialing document.

Once received, credentialing applications should be completed as soon as possible and returned to GTI with all supporting documents via email at [providercredentialing@gtisd.org](mailto:providercredentialing@gtisd.org). Once submitted in full with all documentation, applications will be reviewed against the criteria approved by DSS and providers can expect a response from GTI within ten (10) business days.

GTI will inform providers if all DSS requirements are met and if the provider is considered credentialed. If applications are incomplete or additional information is needed, GTI will inform providers via email with the areas requiring additional information before their credentialing application can be processed.

### **Credentialed Providers Next Steps**

Once a currently enrolled or new provider receives notice from GTI that they have successfully met the credentialing requirements for ABI, Autism, CHC, PCA or S&P Coach enrollment or re-enrollment and have received their credentialing approval, the provider must enroll or re-enroll with Gainwell Technologies via the Enrollment Wizard. To access the Gainwell Enrollment Wizard, providers should login to the [www.ctdssmap.com](http://www.ctdssmap.com) Web site.

From the Home Page under the Provider menu, new providers should select Provider Enrollment, and previously enrolled providers should select Provider Re-enrollment.

### **Provider Enrollment**

Before beginning the Enrollment application, providers should carefully read the instructions and gather all requested data, as the online application will time out if left idle for more than twenty (20) minutes and the data entered will not be saved.

Before submitting their online application, providers should carefully review all information entered for accuracy and completion, as once submitted missing or incorrect data can no longer be entered on the online enrollment application and must be submitted directly to Gainwell Technologies via mail.

Once the application is submitted online via the Enrollment Wizard, the provider will be presented a link to any follow-on-documents required to be sent into Gainwell Technologies. Please include this document with all documentation sent to Gainwell Technologies. At the time of submission, the provider will also receive an Application Tracking Number (ATN) on the “Submit To” panel of the online application. The ATN should be placed in the upper right-hand corner of the credentialing approval letter from GTI and on any other data documents not previously submitted on the application. Newly enrolling providers should retain the ATN in a safe place for future access should additional information in support of their application is requested from Gainwell Technologies or DSS. Providers should also retain an electronic or complete paper copy of their online application for future reference, as they will not be able to retrieve a copy once their online application is submitted.

### Provider Re-Enrollment

Waiver Service and CFC S&P Coach providers must re-enroll every two years. The re-enrollment due date can be found on the provider’s Home Page of their secure web account. Providers due for re-enrollment will receive communication reminders from

Gainwell Technologies six months and three months prior to their current enrollment end date via an e-delivery notification that a letter is available for pick-up via access to Trade Files on their secure Web account. To ensure timely access to these re-enrollment due letters, it is important that a Primary Account Holder and clerk(s), if applicable with Trade File access, have a secure Web account with and an up-to-date e-mail address, for each Waiver type or CFC S&P enrolled.

Providers should contact GT Independence at [providercredentialing@gtsd.org](mailto:providercredentialing@gtsd.org) to begin the re-credentialing process as soon as they receive their initial re-enrollment notification from Gainwell Technologies to ensure they are re-credentialed for the next two-years.

Once recredentialed, providers should refer to their re-enrollment communication from Gainwell Technologies for further guidance in accessing the re-enrollment Wizard. If providers do not receive this communication, they must contact the Gainwell Technologies Provider Assistance Center at 1-800-842-8440 and inform them of their upcoming renewal date and need for an Application Tracking Number (ATN) to complete the online re-enrollment application process.

Re-credentialed providers should select Provider Re-Enrollment from the Provider menu on the [www.ctdssmap.com](http://www.ctdssmap.com) Web site Home Page. Providers will use the ATN on their re-enrollment due letter and agency name as previously enrolled to access their re-enrollment application.

Before beginning the Re-enrollment application, providers should carefully read the instructions and gather all data requested to confirm or change existing data on the application. This is important as the online application will time out if left idle for more than twenty (20) minutes and all data entered or

changed will not be saved and must be submitted to Gainwell Technologies via mail.

Once the provider has submitted their application through the Re-enrollment Wizard, the provider will be presented a link to any follow-on-documents required to be sent into Gainwell Technologies. Please include this document with all documentation sent to Gainwell Technologies. At the time of submission, the provider will also receive the Application Tracking Number (ATN) for the submitted application which is presented on the “Application Submitted” panel. This ATN must be added to the provider’s credentialing letter, before submitting a copy to Gainwell Technologies to ensure the credentialing letter is associated to the appropriate application in a timely manner. The ATN should also be added to any other data not previously submitted on the application, including future documentation that may be requested by Gainwell Technologies **or** DSS in order to complete the re-enrollment process.

Before exiting the application, providers should print or save a copy of their online application, as once they exit the Wizard, they can no longer access their submitted application.

### **Enrollment/Re-Enrollment - Last Step**

The Credentialing Approval letter from GTI must be sent by the provider as soon as the online enrollment or re-enrollment application has been submitted to Gainwell Technologies. The ATN should be placed on both the credentialing letter and subject line of the accompanying cover letter or email to ensure timely association to the correct application when received by Gainwell Technologies.

The credentialing letter may be submitted via the Provider Enrollment address on the “Submit To” panel of the online enrollment/re-enrollment application at *Gainwell Technologies, P.O. Box 5007, Hartford, CT*

*06102-5007* or sent via email to [providerenrollment@gainwelltechnologies.com](mailto:providerenrollment@gainwelltechnologies.com) or faxed to 1-877-899-5401. This action is imperative as it is the last step in the provider’s completion of their enrollment/re-enrollment application. Gainwell Technologies cannot forward the provider’s application to DSS without the credentialing approval letter.

A sample of the GT Independence credentialing letter is included in this bulletin for reference of the document to be sent to providers by GTI.

Upon completion of the Enrollment or Re-enrollment process GT Independence will receive notification of the provider’s “Active” Enrollment/Re-enrollment status and AVRS ID from Gainwell Technologies.

GT Independence  
**Provider Credentialing Letter**

[Month, Day, Year]

[Provider Name]  
[Provider Address 1]  
[Provider City, State, Zip]

Attn: [Provider Contact]  
[\[Provider Contact Email Address\]](#)

Re: Provider Credentialing Application, [Provider AVRSID, if applicable]

Dear [Name],

Thank you for completing the provider credentialing application process with GT Independence. We have reviewed your information, and we are pleased to inform you that you have met all the credentialing requirements to serve participants through the following program(s) and service(s) with the Connecticut Department of Social Services:

Program/Waiver:

Service(s):

_____	_____
_____	_____
_____	_____
_____	_____

Your next step is to enroll with Gainwell Technologies for Medicaid Billing, this must be completed before you can provide services. More information can be found here: [www.ctdssmap.com](http://www.ctdssmap.com). Once your enrollment is complete, please send a copy of your approval letter from Gainwell to [providercredentialing@gttd.org](mailto:providercredentialing@gttd.org) to be added to the directory of credentialed providers.

If you have any questions about next steps, please contact [providercredentialing@gttd.org](mailto:providercredentialing@gttd.org) or call us at 1-877-659-4500.

Sincerely,

[Name]  
[Title]  
GT Independence

GT Independence  
**Provider Credentialing Letter**  
**Approved Services Attachment**

[Month, Day, Year]

[Provider Name]

[Provider Address 1]

[Provider City, State, Zip]

Attn: [Provider Contact]

[\[Provider Contact Email Address\]](#)

Re: Provider Credentialing Application, [Provider AVRSID, if applicable]

Dear [Name],

This attachment to the Provider Credentialing Letter provides additional approved services for the specified Provider/Waiver.

Program/Waiver:

Service(s):

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