



**TO: Department of Mental Health and Addiction Services, Advanced Behavioral Health, Home Health Agencies and Providers of Mental Health Waiver Services**  
**RE: Important Enrollment and Claim Submission Changes for Providers of Mental Health Waiver Services under the Mental Health Waiver Program**

---

The Department of Social Services (DSS), in partnership with the Department of Mental Health and Addiction Services (DMHAS) and Advanced Behavioral Health (ABH), will be making changes to the administration of the Mental Health Waiver (MHW) program. **These changes are targeted for dates of service September 1, 2019 and forward.**

#### **Provider Enrollment**

MHW program performing providers, both organizations and individuals, will be **required to enroll as billing providers to obtain reimbursement from DSS for MHW services provided to MHW clients.** Providers must enroll online via the enrollment Wizard on the [www.ctdssmap.com](http://www.ctdssmap.com) Web site as a Mental Health Waiver (MHW) Service or Assisted Living Service Agency (ALSA) provider, based on the services they are credentialed to provide to MHW clients.

**Providers enrolling as MHW Service providers** are regarded as atypical, providing non-medical services and do not require the provider bill with an NPI and taxonomy.

**Providers enrolling as an ALSA provider** will be required to obtain a unique NPI to enroll as a MHW ALSA provider. The taxonomy associated to the ALSA NPI will be 310400000X.

MHW Service and ALSA providers who have been credentialed and have their credentialing documents are encouraged to begin enrolling as early as **May 22, 2019**, or shortly thereafter, to ensure they are enrolled and have completed all post enrollment activities by the currently

targeted service billing date of **September 1, 2019**, as the enrollment process may take several weeks to complete.

**To enroll, providers must go to the [www.ctdssmap.com](http://www.ctdssmap.com) Web site and select “Provider Enrollment” from the Home page 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. In addition, an application remaining idle for more than 20 minutes will disconnect the provider from the enrollment Wizard.**

**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 main menu on the [www.ctdssmap.com](http://www.ctdssmap.com) Web site Home page.

#### **Provider Credentialing**

Advanced Behavioral Health (ABH), Fiscal Intermediary for the MH Waiver Program, will be responsible for credentialing MHW Service and ALSA providers. **ABH will provide a credentialing letter for all MHW Service and ALSA providers that will need to enroll as billing providers. Providers must submit their ABH credentialing letter to DXC Technology, along with their ATN,** before the



Questions? Need assistance? Call the Provider Assistance Center Mon–Fri 8:00 am – 5:00 pm  
Toll free 1-800-842-8440 or write to DXC Technology, PO Box 2991, Hartford, CT 06104  
Program information is available at [www.ctdssmap.com](http://www.ctdssmap.com)

application can be submitted to DSS' Quality Assurance Unit for approval.

**Providers enrolling as an ALSA provider must also have an updated Department of Public Health (DPH) ALSA license on file. However, a copy of the license is not required as part of the enrollment application process.**

#### **Post Enrollment Activities**

Successfully enrolled providers will receive both a Welcome and PIN letter in order to set up their Secure Web Account for the MHW 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 successful claim submission.

#### **Provider Re-enrollment**

**Re-enrollment for "MHW Service Providers" will occur every two (2) years. Re-enrollment for "MHW ALSA Providers" will occur every five (5) years.** Six months prior to their re-enrollment due date, providers will receive notification from DXC Technology that it is time to re-enroll along with an Application Tracking Number (ATN).

**Prior to re-enrolling, "Mental Health Waiver Service" and "ALSA" providers must successfully re-credential with ABH.** Providers should re-enroll as soon as possible after successfully re-credentialing. **Provider re-enrollment 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 will go to the [www.ctdssmap.com](http://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.

**PLEASE NOTE:** Changes cannot be made via the Web portal once the application is submitted. Additional changes must be submitted on paper to the DXC Technology Provider Enrollment Unit. The ATN of the online application should be indicated on all additional documentation submitted to expedite the re-enrollment process.

Once the online re-enrollment application has been submitted, **the re-credentialing approval letter from ABH, along with the ATN, must be sent to the DXC Technology Provider Enrollment Unit** before the provider's re-enrollment application can be sent to DSS for review and continue through the re-enrollment process. **Providers should indicate the ATN on the re-credentialing letter to expedite the re-enrollment process.**

#### **Service Authorization**

**All MHW non-medical and Community First Choice (CFC) services are required to be in the Care Plan portal for the currently targeted service provider billing date of September 1, 2019.** ABH will be responsible for uploading Prior Authorizations (PAs) for these services directly to DXC Technology. The DSS Community Options Unit will be responsible for approving those PAs that go into an "In Process" status.

**Behavioral Health and Medical Home Health Services authorized by Beacon Health Options and Community Health Network of CT (CHNCT) respectively for Mental Health Waiver clients will also be required to be in the Care Plan portal in the near future.**



Questions? Need assistance? Call the Provider Assistance Center Mon. – Fri. 8:00 a.m. – 5:00 p.m.  
Toll free 1-800-842-8440 or write to DXC Technology, PO Box 2991, Hartford, CT 06104.  
Program information is available at [www.ctdssmap.com](http://www.ctdssmap.com)

Further communications will be forthcoming should the targeted service provider billing date change for non-medical providers. In addition, communication to home health providers will be sent prior to their effective date.

### Provider Training

**DXC Technology will offer online enrollment and secure Web account training in late May to early June 2019 for those providing Mental Health Waiver services who will be enrolling as a “Mental Health Waiver Service” or “ALSA” provider.** Providers should look for an invitation to this training in early May 2019.

**Additional training for claim submission requirements will be provided prior to the claim submission targeted effective date of September 1, 2019.** Providers should look for an invitation to training on such topics as client eligibility verification, Prior Authorization (PA) inquiry and claim submission via your secure Web account, in addition to available resources, by mid July 2019.

### Provider Communications

**PLEASE NOTE:** Written program communications such as Workshop Invitations, Provider Bulletins and Important Messages are communicated to providers via electronic messaging. Providers of Mental Health Waiver services interested in obtaining these workshop invitations via electronic messaging should perform the following steps as soon as possible to subscribe:

1. Access the [www.ctdssmap.com](http://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.

4. Re-enter the e-mail address for verification.
5. From the right hand side of the page, use the checkboxes to select “Mental Health Waiver” and any other available subscriptions you would like to receive.
6. Once complete, select Save.

**PLEASE NOTE:** If you are currently enrolled as a Mental Health Waiver performing provider, you may already be subscribed to eMessaging. 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 “Mental Health Waiver”, if not already selected.

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](http://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 Mental Health Waiver Workshop is available, it will appear under the “Workshop Invitations” heading. Providers should click on the “link to register for the MHW workshop date and time they wish to attend.



Questions? Need assistance? Call the Provider Assistance Center Mon. – Fri. 8:00 a.m. – 5:00 p.m.  
Toll free 1-800-842-8440 or write to DXC Technology, PO Box 2991, Hartford, CT 06104.  
Program information is available at [www.ctdssmap.com](http://www.ctdssmap.com)