

WHAT IS “AT YOUR FINGERTIPS”?

“At Your Fingertips” is a bi-monthly tip sheet to help providers navigate Electronic Visit Verification (EVV) by answering common questions and providing assistance for resolving common issues encountered by providers in their use of the EVV system.

This tip provides more information on the New Provider Workshop, a free training that provides a basic understanding of the CMAP program and the www.ctdssmap.com Web site.

Previously published tips can be found on the Electronic Visit Verification Important Message located under the subheading ‘At Your Fingertips’.



Not sure who to contact when you have a question or issue, or if your issue needs to be escalated?

Contact DXC Technology via e-mail to: ctevv@dx.com

Please only send client PHI in an encrypted/ secured email.



EVV TIP # 19

NEW PROVIDER WORKSHOP

Did you know that DSS offers *free* training workshops for their providers? In addition to the New Provider Workshop (discussed below) DSS also offers refresher trainings for each provider type. While this tip sheet only discusses the New Provider Workshop, providers are encouraged to register for and attend the once yearly refresher trainings for their provider type.

WHAT IS THE NEW PROVIDER WORKSHOP?

The goal of the New Provider Workshop is to provide a basic understanding of the Connecticut Medical Assistance Program (CMAP). This in-person training is free of charge to all newly enrolled providers and new office staff four (4) times per year. The training is 3 hours in duration, which allows plenty of time to address provider's questions and answers.

WHO SHOULD ATTEND?

Everyone. While the New Provider workshop is designed to address questions and concerns that newly enrolled service providers and their office staff may have regarding their use of the www.ctdssmap.com Web site effectively, previous attendees and current staff can benefit from a brief refresher as well.

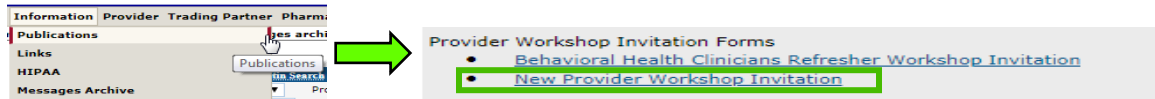
WHAT TOPICS ARE COVERED?

Among the topics covered at each training workshop are client eligibility, claim processing, web claim inquiry and resources that can be found on the CMAP website. Workshop attendees will learn how to research a client's eligibility and understand the data returned, how to verify that a client has an approved prior authorization (PA) and how to read the remittance advice (RA).

Because the attendees consist of all provider types and specialties that use the CMAP Web site, the topics covered are not discussed in depth. Providers are encouraged to bring any questions/issues they need assistance with and are also encouraged to register and attend their provider type's yearly refresher training.

HOW DO I REGISTER FOR THE NEW PROVIDER WORKSHOP?

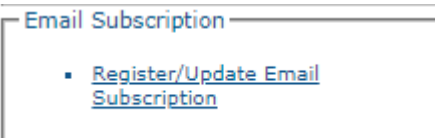
All workshop invitations are sent to providers who request notifications via e-messaging. If you have not registered with e-messaging, the workshop invitations can be found by going to www.ctdssmap.com >Information > Publications > Provider Workshop Invitation Forms.



Once you have registered for a workshop, a confirmation number will be displayed. You will not receive a registration confirmation email so you will want make sure to add the workshop to your calendar.

WHERE CAN I REGISTER FOR THE YEARLY REFRESHER TRAININGS?

As with the New Provider workshop invitations, the refresher training workshop invitations and registration forms are sent to providers who request notifications via e-messaging. If a provider has not registered with e-messaging the workshop invitations can be found by going to www.ctdssmap.com >Information > Publications > Provider Workshop Invitation Forms. On this page you will also be able to review previously conducted refresher workshops.



To register for e-messaging scroll down to Email Subscription on the www.ctdssmap.com Web site and select "Register/ Update Email Subscription". On the next page you will enter and confirm your email address and select which program(s) you would like to receive notifications about.