

# [Provider Relations](#)

## **PROVIDER RELATIONS**

SWCAA truly values the hard work and efforts of our CHCP Providers. We make every effort to keep you informed of changes and improvements within the CHCP program so that we continue to serve our clients in the most effective manner. The information provided is designed to help Providers more easily access the forms and instructions they need to do business with SWCAA. Please note, Provider enrollment is no longer facilitated by the Access Agency. Providers interested in enrolling or re-enrolling in the CT Home Care Program must follow the enrollment instructions available at [Connecticut Medical Assistance Program](#).

## **HELPFUL CONTACTS**

Questions regarding Provider enrollment-

- Call Allied Community Resources (860) 627-9500

Questions regarding Provider Number, billing file uploads

- Call the HP Help Desk at (800) 842-8440

Questions regarding specific claim denials

- Call SWCAA's Hilda Oki at (203) 814-3623

## **PROVIDER RESPONSIBILITY**

Please note, Providers are responsible to inform SWCAA when a client is unavailable for services. This includes hospitalizations, skilled nursing stays, vacations or any other service break. Claims for dates of service when a client is unavailable should not be billed. Payments for services that are not delivered to the client or unauthorized services may result in audit findings. Any and all changes in condition or concerns regarding the client's environment should be brought to the care manager's immediate attention. A [list of care managers](#) and regions served is available here for your reference.

## **IMPORTANT CHCP PROVIDER BULLETINS**

The following bulletins provide important information to Providers from HP, SWCAA and the Department of Social Services.

[Provider Bulletin 2018-30 May 2018; Electronic Claims Submission, Web Remittance Advice, Check, EFT and 835 Schedule.](#)

[Provider Bulletin 2018-29 May 2018; Expedited Medicaid Eligibility Processing for Individuals with Medical Emergencies.](#)

[Important Message, Attention All Providers.](#)

[Important Message, Revised Provider Manual Chapters.](#)

[Important Message, Program Year 2018 Requirements Modified Stage 2.](#)

[Provider Bulletin 2018-23 April 2018; New Genetic Testing Prior Authorization Forms.](#)

[Provider Bulletin 2018-22 April 2018; Access Requirements for Freestanding Behavioral Health Enhanced Care Clinics under the Connecticut Behavioral Health Partnership.](#)

[Important Message, Connecticut Medical Assistance Program Workshop.](#)

[Important Message, MAPIR will be Available and Accepting Medicaid Eligible Professionals Attestations for Program Year 2018 in May 2018.](#)

[Important Message, Home Health Providers Change in “Katie Beckett” - Model Waiver Claims Processing.](#)

[Important Message, Additional Guidance on the Use of the Home Health SOC/ROC and Recertification Service Codes for CHC, ABL, PCA and Autism Waiver Clients.](#)

[Important Message, Clinical Quality Measure Requirements for Eligible Professionals under the Medicaid Electronic Health Record Incentive.](#)

[Provider Bulletin 2018-17 March 2018; Electronic Visit Verification Enhancement - Alternate Claim Solution.](#)

[Important Message, February 2018, Revised Provider Manual Chapters.](#)

[Provider Bulletin 2018-15 February 2018; Reductions and Adjustments to Payment for Durable Medical Equipment to Remain Compliant with Federal Law and Addition.](#)

[Provider Bulletin 2018-14 February 2018; Changes to Pricing Methodology for Certain Miscellaneous Custom Wheelchair Components Billed under Procedure Code K0108.](#)

[Provider Bulletin 2018-05 February 2018; Updates to HUSKY Plus Benefit Limits for Medical Equipment, Devices and Supplies and Therapy Services.](#)

[Provider Bulletin 2018-03 February 2018; Peer-to-Peer Review and Reevaluation for Medically Necessary Determinations- Licensure Requirements.](#)

[Important Message, February 2018, EVV Implementation Overview.](#)

[Important Message, January 2018, Annual Dental Benefit Maximum \(Updated 1/12/18\).](#)

[\(Older Bulletins\)](#)