When to use SWCAAbillings

- Prior Authorization (PA) is not in DSSMap/ DXC System:
  - If the Prior Authorization (PA) is not in the www.ctdssmap.com billing portal and it has been over seven days, email the Provider Issue Request to swcaabillings@swcaa.org.

- PA is visible and accurate to authorization in DXC and Sandata systems (has a PA Number), with failed billing
  - Contact Swcaabillings@swcaa.org with a completed Provider Issue Request with billing errors and date ranges.
  - Common error in billing related to eligibility. Tips to check eligibility:
    - Use full month ranges on search.
    - If there is no State or Waiver Benefit Plan listed, contact the Care Manager. See the Staff Directory tab located at the bottom of www.swcaa.org home web page.

- PA is visible in DXC and Sandata portal but is different from the verbal authorization
  - Contact Care Manager to discuss difference between authorization and PA ASAP. Adjusting the PA affects all claims against that PA.
How to use SWCAABillings Forms Example of completed entry:

<table>
<thead>
<tr>
<th>Last Name</th>
<th>First Name</th>
<th>Date of Service</th>
<th>Units of Service</th>
<th>Billing</th>
<th>Billing Codes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doe</td>
<td>Jane</td>
<td>05/09</td>
<td>COMP</td>
<td>9/1/2019</td>
<td>XXX, XXX</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4000001</td>
<td>50 weekly</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Y</td>
<td>Y</td>
</tr>
</tbody>
</table>

- The **Provider Issue Request** MUST be sent to swcaabillings@swcaa.org via encrypted email.
  - If you do NOT have encrypted email, please send a request email to swcaabillings@swcaa.org with ‘encryption request’ in the subject. SWCAA will reply with an encrypted email and your response will be automatically encrypted.

When NOT to use SWCAAbillings

- If a prior authorization (PA) is present on the [www.ctdssmap.com](http://www.ctdssmap.com) portal but is not present in the Santrax system, please send an email to ctevv@dxc.com
- If you are missing a client from your Santrax system or have clients that you are unfamiliar with, please send a secure email to ctevv@dxc.com
- If you are experiencing issues with the Santrax system and its functionality contact Sandata Customer Care at 1-855-399-8050 or by email at ctcustomercare@sandata.com
- If you need assistance billing, contact the DXC help desk at 800-842-8440

**Important contact information:**

- Allied Community Resources, Inc: 1-860-627-9500
  - DXC Technical Issues: 1-800-842-8440
  - DXC Billing Issues: 1-800-688-0503
  - DXC Provider Rep: Debbie Hockla-Kaba
  - Sandata Customer Care 1-855-399-8050
- **SWCAA Staff**