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](http://www.ctdssmap.com) billing portal and it has been over seven days, email the [Provider Issue Request](mailto:swcaabillings@swcaa.org) to swcaabillings@swcaa.org.

- PA is visible and accurate to authorization in DXC and Sandata systems (has a PA Number), with failed billing
  - Contact [SwcaBillings@swcaa.org](mailto:SwcaBillings@swcaa.org) with a completed [Provider Issue Request](mailto:swcaabillings@swcaa.org) 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](http://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.
BILLING OPERATIONS
SWCAA BILLINGS AND ERROR RESOLUTION

How to use SWCAABillings Forms

Example of completed entry:

- 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 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
BILLING OPERATIONS
SWCAA BILLINGS AND ERROR RESOLUTION

- Sandata Customer Care 1-855-399-8050
- SWCAA Staff Link XXX