



State of Connecticut  
Department of Developmental Services

Dannel P. Malloy  
Governor

Jordan A. Scheff  
Commissioner

Peter Mason  
Deputy Commissioner

**Operations Memo 2018-19**

**To:** POS and PSA Contracted Private Providers

**From:** Scott McWilliams, Chief of Fiscal/Administrative Services

**CC:** Jordan A. Scheff, Commissioner, Peter Mason, Deputy Commissioner, Regional Directors, Private ARDs, Resource Administrators, ARC of CT, CT Community Nonprofit Alliance, Inc.

**Date:** June 18, 2018

**RE:** **CORE CT – Provider Administrator and Base Users**

Please ensure that this communication makes its way to the CORE CT administrator of your agency.

While processing amendments recently, DDS has found that some providers have not setup their CORE CT accounts as of yet or have not added the Authorized Signatory as a Base User to their CORE CT account. DDS cannot execute any amendments unless this step has been complete. Due to the process CORE CT uses to execute amendments, payments cannot be made to a provider when a Contract is in open status while an amendment is awaiting signature for execution. In order for DDS to make timely monthly payments to providers it is imperative that all providers setup their CORE CT accounts and add the Authorized Signatory as a Base User. **Please ensure that this is completed no later than 6/30/18.**

The information below was included in Operations Center Memo 2018-12 and should be used as a reference in setting up your agency's CORE CT account.

The following steps should be taken now to ensure your agency's CORE CT eSupplier account is setup properly:

1. Agency eSupplier administrator – The administrator for the agency's eSupplier account was assigned by Office of the State Comptroller. Each of those assigned administrators should have received an email with instructions to setup the administrator account. That Job Aid can be found by clicking this link: [Administrator Job Aid](#).
2. The administrator then adds "base users" to the agency account. Instructions are on the [Administrator Job Aid](#).

The following are links to the CORE CT Job Aids that DDS providers should become familiar with:

- [CORE CT Financials web page](#): This page lists Job Aids by category. Most questions can be answered by reviewing the Job Aids.
- [eSupplier Financials web page](#): This page lists Job Aids specifically for eSuppliers (DDS providers)

- [Office of the State Comptroller Vender Resource Page](#): Where providers can access the Vendor Self-Serve services

For those POS providers who have used Biznet for processing contract electronically, no contracts or amendments will be processed within Biznet as of March 27, 2018 unless the amendment or contract process was started prior to March 27, 2018. Contract and amendment documents that were processed within Biznet in the past can be accessed at any time by logging into your agency's Biznet account. If you are unable to retrieve any contract or amendment documents from Biznet, please email your assigned Provider Specialist.

The following POS Contract related documents will continue to be uploaded to Biznet.

1. Nondiscrimination Certificate
2. Gift and Campaign Contribution Certification
3. Commission On Human Rights and Opportunities (CHRO) Workplace Analysis Affirmative Action Report
4. Consulting Agreement Affidavit
5. Insurance Certificate

POS Providers: If you have any general questions after reading the CORE CT Job Aids, please contact your assigned Provider Specialist.

POS Providers: Technical questions should be emailed to David David at [David.David@ct.gov](mailto:David.David@ct.gov). When emailing with technical questions, please enter the following text in the subject line: CORE CT TECHNICAL HELP REQUEST. In the body of the email briefly explain the issue and the steps you have taken to find a solution to the issue.

PSA Providers should contact Lisa McEnroe via email at [Lisa.McEnroe@ct.gov](mailto:Lisa.McEnroe@ct.gov)