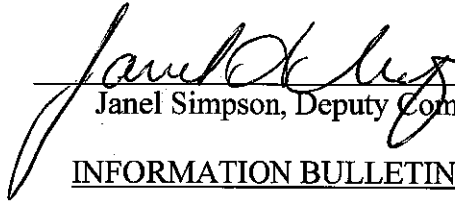


STATE OF CONNECTICUT
 DEPARTMENT OF SOCIAL SERVICES
PROGRAM INFORMATION BULLETIN



 Janel Simpson, Deputy Commissioner



5/11/2015

 Date

INFORMATION BULLETIN NO: 15-02

PROGRAM: Medicaid

Subject: Procedural Improvements to Emergency Medical and Disability Determinations

<p>Overview</p>	<p>This Program Information Bulletin (PIB) describes procedural improvements and changes developed for the Emergency Medical determination process. These changes are the result of a joint effort made by Eligibility Policy and Public Support Unit, Economic Security Unit Central Office, Regional Office, and Colonial Cooperative Care (CCC).</p>
<p>DSS Liaisons to support Colonial Cooperative Care</p>	<p>Liaisons have been designated in each regional office to be the program experts in these new procedures and to provide support to Colonial Cooperative Care. While, the responsibility of processing Emergency Medical applications and initiating referrals for Emergency Medical determinations to CCC remains the responsibility of the general pool of eligibility staff, the liaisons will serve as a point of contact for CCC.</p>
<p>Revised client flow</p>	<p>A new client flow chart has been created that depicts the latest revised procedures for handling the CCC referral process when an Employability/ Medical Disability/ or Emergency Medical decision is needed at either application or renewal. This revised client flow diagram has been placed in the Worker Tool Kit in the "Emergency Medical" Folder.</p>
<p>Use of  McAfee Encrypted e-mail by CCC</p>	<p>CCC will now begin to communicate directly with DSS staff about client specific data through the use of secure encrypted e-mail. The CCC selected secure e-mail vendor is  McAfee. CCC e-mails received from this source may be accepted by department staff once retrieval instructions are followed.</p>

<p>Use of the newly revised form W-302 for referrals</p>	<p>The W-302 form will now be used to make all referrals to CCC. The W-302 replaces form W-10A as the referral form to be used to request Emergency Medical determinations. (The newly revised W302 form will be issued soon.) The W-302 form is to be completed electronically and attached to a secure e-mail, sent thru Tumbleweed, to CCC at colonial@cxcare.com. The type of referral, "Emergency Medical" should be indicated in the subject line of the email. Do not include client information in the subject line. In the body of the email, the following information should be included for all referrals: the patient name, the client address, the client/AREP's phone number, the hospital name, and the dates of service for the emergency medical determination. Instructions for using the "save and send" function via e-mail can be found in the Worker Tool Kit in the "Emergency Medical" Folder.</p>
<p>New Weekly CCC completed activity reports</p>	<p>New Weekly e-mail reports: CCC will now send weekly e-mails to liaisons (with a copy to the supervisor) to communicate completed emergency medical determination results for the week.</p> <p>New Weekly e-mail reports: CCC will now send to designated DSS Field Managers and the Central Office Eligibility Policy and Program Support Unit summarizing all reports sent to DSS liaisons.</p>

Disposition: Retain for future reference.
Distribution: Eligibility Staff
Responsible Unit: Eligibility Policy and Program Support Unit 860-424-5250

Date Issued: 5/22/2015

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