



TO: Autism Waiver Service providers

RE: Addendum to Medicaid Provider Enrollment and Re-enrollment Process

Effective October 1, 2024, the Department of Social Services (DSS) is amending the Medicaid Provider Enrollment and credentialing process for the Autism Waiver. The purpose of this communication is to notify providers of new guidance on how to request and submit new credentialing, enrollment, and re-enrollment applications.

GT Independence is the new fiscal intermediary for Connecticut. GT Independence will assume the role of credentialing for all Autism Waiver service provider enrollments and re-enrollments for agency providers.

The credentialing process for Autism Waiver Solo Practitioners remains unchanged. Individuals should contact Carelon directly for a credentialing application at 1-877-552-8247 or ctbhp@carelon.com.

Any agency provider interested in becoming a newly credentialed and enrolled provider should email providercredentialing@gttd.org for a credentialing application. All agency providers seeking credentialing must complete and submit the application with supporting documents to providercredentialing@gttd.org. Once submitted in full, applications will be reviewed against the criteria approved by DSS and providers can expect a response from GT Independence within ten (10) business days.

GT Independence will inform providers if all DSS requirements are met and if the provider is considered credentialed. If applications are incomplete or additional information is needed, GT Independence will inform providers via email with the areas that need to be addressed before credentialing can be processed.

Once the provider receives notice from GT Independence that they have successfully met the credentialing requirements as an Autism Waiver provider, and has received the approval letter from GT Independence, the provider must enroll or re-enroll with Gainwell Technologies via the Enrollment Wizard. To access the Gainwell Enrollment Wizard, providers should login to the www.ctdssmap.com Web site. From the Home Page Provider menu, new providers should select Provider Enrollment and previously enrolled providers should select Provider Re-Enrollment. Providers should carefully read the Instructions before beginning the Enrollment or Re-Enrollment process.

The approval letter from GT Independence should be submitted to Gainwell Technologies with the enrollment/re-enrollment application to providerenrollment@gainwelltechnologies.com. This action is imperative as this is the last step for the agency to be fully enrolled in the program.

Once the provider has submitted their application through the Gainwell Enrollment Wizard, the Application Tracking Number (ATN) for the submitted application will be presented on the "Application Submitted" panel. This ATN must be placed on the provider's credentialing letter, in the upper right-hand corner, before submitting a copy to Gainwell Technologies and on any future documentation that may be requested by Gainwell Technologies or DSS in order to complete the Enrollment/Re-Enrollment process. Before exiting the application, providers should print or save a copy of their online application, as it cannot be retrieved once they have exited their submitted application. Once the Enrollment/Re-Enrollment process is

completed with Gainwell, GT Independence will receive the AVRS ID from Gainwell.

Providers who are due for reenrollment will receive communication from Gainwell Technologies that will serve as a reminder of their upcoming reenrollment date. The reenrollment due date can also be found on the provider's Home Page of their secure web account. Providers are required to re-enroll every two years. Communication will be sent 6 months and 3 months prior to the enrollment end date. Providers should take action as soon as they receive their initial notification to ensure they are credentialed for the next two-year period. Once recredentialed providers should refer to their re-enrollment communication for further guidance in accessing the re-enrollment process. If providers do not receive this communication regarding their reenrollment due date, it's vital you contact Gainwell Technologies at 1-800-842-8440 and inform them of your upcoming renewal date to avoid lapse in enrollment.

Posting Instructions: Policy transmittals can be downloaded from the Web site at www.ctdssmap.com.

Responsible Unit: DSS, Division of Health Services, Community Options Unit, Hope Mitchell-Williams, Health Program Supervisor, at hope.mitchell-williams@ct.gov.

Date Issued: September 2024