Operations Center Memo FY2026-24

To: DDS Qualified Providers

From: Sean Bannon, Operations Center Director

CC: Jordan Scheff, Commissioner, Elisa Velardo, Deputy Commissioner, Katie Rock-Burns, Chief of Staff, Nicholas Jerard, CFO, Regional Directors, Private ARDs, Resource Administrators, The Alliance, The Arc CT

Date: March 11, 2026

RE: Provider Billing Requirements for AT Assessments

This memo is to provide more details on the recent AT rate changes, and to remind providers of their billing responsibilities.

ATA Unit Restrictions

Billing for AT Assessment and Training hours is conducted in WebResDay, where each unit is equal to 15 minutes. Providers are limited to billing attendance in WebResDay up to the number of units for which they are authorized. Providers should maintain their own records of the total attendance billed to date. Attendance should not be entered in WebResDay if it would exceed the billable maximum.

It is the provider's responsibility not to overbill. Any payments that are made as a result of overbilling will be recouped. Since assessments may have different approved maximums, providers are responsible for keeping track of attendance billed and comparing it to maximum allowable attendance. Providers are encouraged to reach out to resource management once an assessment has either been completed or has reached the maximum authorized hours to request that the authorization and placement be closed.

New Assessment Rate

Effective March 1, 2026, the rate for conducting AT Assessments has been modified.

- Assessments authorized prior to March 1, 2026 will not be eligible for the new assessment rate hour structure.

- Assessments approved after this date will have a cap of 15 hours for Assessment and training, and 5 hours for 2 post-assessment check-ins.

- *Assessment and training time* - Up to 15 hours of Assessment, assessor setup, and training time may be billed in WRD at a rate of $200/hr.

- *Post-assessment check-ins* – 5 separate hours are reserved for post-assessment check-ins. The assessor is expected to visit the individual in-person at two intervals: 3 months post-assessment and 6 months post-assessment. During the check-in, the assessor should evaluate the outcomes of the assessment and identify any technology abandonment or other issues. DDS is developing a tool that will assist providers with completing their post-assessment check-ins. The check-ins will also be reimbursable at $200/hour, with attendance billed in WebResDay.

- Check-ins are a required component of the assessment, and assessments should not be ended until check-ins have been completed.

New Admin Fee Rate

A single assessment may include payments for up to four small admin fees OR one large admin fee, but not both.

- Total admin fees will never exceed $560 for a single assessment.
- The Admin fees will be paid via the 1x process, on a separate CSA from the AT Equipment.
- A provider may qualify for either type of admin fee:

  - *Small Admin Fee*
    Per the DDS Funding Guidelines, the administrative fees for purchasing AT have also been updated. Providers may continue to request reimbursement per vendor invoice. This was previously paid at $56 per invoice. Under the new rate structure, providers may bill the "small admin fee" which is $140 per vendor invoice. Please note that a provider may not exceed 4 small admin fees ($560) per assessment.

    Example Small Admin Fee:
    A provider completes an assessment and orders 7 items from two different vendors. They will receive the small admin fee twice for this assessment, once per vendor invoice, totaling $280.

- *Large Admin Fee*
  In recognition that a provider may spend significant administrative time ordering many items from a small number of vendors, providers who order 10 or more items for an assessment that does not include four distinct vendor invoices may still qualify for the maximum admin rate using the "large admin fee".

  Example Large Admin Fee:
  A provider completes an assessment and orders a total of 12 items from 3 separate vendors. They will receive the large admin fee of $560, since 10+ total items were ordered for the individual's assessment. Since they are eligible for the large admin fee, they will not receive the small admin fee for any of their invoices.

Questions on the new rates and billing may be directed to sarah.ullom-minnich@ct.gov with DDS.AssistiveTechnology@ct.gov on cc.