



TO: All Providers

RE: Upcoming Changes to the Automated Voice Response System Menu Options

This provider bulletin serves to notify all providers that the Connecticut Medical Assistance Program (CMAP) will be implementing changes to the Automated Voice Response System (AVRS) for both the HP Provider Assistance Center (PAC) and the HP Pharmacy Prior Authorization Assistance Center (PPAAC). Beginning August 15, 2015, the AVRS will no longer offer the Fax Requests feature in the Self Service menu.

Providers should refer to the www.ctdssmap.com Web site to obtain these forms. To access the PAC forms from the Home page, please click on Information > Publications and then scroll down to the Forms panel. To access the PPAAC forms from the Home page, click on Pharmacy Information.

For ease of access, the forms may also be accessed by clicking the links below:

PAC Forms:

[Paid Claim Adjustment Request \(PCAR\) Form](#)

[Forms Reorder Card](#)

[Authorization for Electronic Funds Transfer \(EFT\) Form](#)

[Consent to Sterilization Form](#)

[Trading Partner Agreement](#)

[Workshop Invitation Forms](#)

[\(Non-Pharmacy\) Prior Authorization \(PA\) Form](#)

PPAAC Forms:

[Pharmacy Prior Authorization Form](#)

[PDL List](#)

[MAC Worksheet](#)

[CADAP Formulary](#)

[Step Therapy PA Form](#)

[Hepatitis C PA Form](#)

If you have questions regarding this bulletin, please contact the HP Provider Assistance Center Monday through Friday from 8:00 a.m. to 5:00 p.m. at 1-800-842-8440.

