



TO: Physicians, APRNs, Nurse Midwives, Physician Assistants
RE: Provider Data Verification Online Survey

The Department of Social Services is conducting an important survey of Connecticut Medical Assistance Program (CMAP) providers. The purpose of the survey is to:

- Verify and update provider information,
- Identify Primary Care Providers (PCPs) and,
- Identify provider specialties to a more specific level of detail.

This information is necessary for the Department to be able to refer clients to appropriate specialty providers, and to correctly identify and pay primary care providers, effective January, 2013. The Department greatly appreciates all providers taking the time to complete the short survey so that we may better serve our providers and members.

Verifying and updating provider information:

The survey will be prepopulated with the most current information that you have provided to HP. You will have the ability to update some of the information when completing the survey. The survey also includes new information that will allow us to assist members with finding a provider. Some of the additional fields include: after hours availability, populations served, panel status (open/closed) and access to public transportation. The survey also allows you to provide additional alternate service locations.

Much of the information provided will be used to populate the online provider search tool located on the HUSKY Health website (www.huskyhealth.com). The tool allows members and providers to search for participating CMAP providers. It will also be used to update your provider data on file with HP.

Identifying provider specialties more specifically: We recently expanded the available provider specialties that you may use to describe your specialty. This will enable members to more accurately locate the provider services needed. The full list of the available specialties based on your provider type is available in the drop-down menu in the survey. The list can also be viewed at www.ctdssmap.com, by accessing the Type/Specialty/Taxonomy document available on the Information/Publications/Forms page. This will also allow the Department to implement the Affordable Care Act (ACA) reimbursement requirements in 2013.

Claims Impact: Any address and/or provider specialty/taxonomy changes received through the online survey by the 20th of the month will be effective on the 1st of the following month.

Please note that changes made to the service location address and/or specialty/taxonomy will impact your claims. Please be sure the changes are reflected in your claim submission on the effective date as noted above.

Person-Centered Medical Home (PCMH) providers: Please note that you must coordinate address changes with the HUSKY Health/Charter Oak Health Plan PCMH Program and HP in order to ensure your PCMH payments are unaffected.

Identifying PCPs: In order to more accurately refer members to primary care and specialty services, we must be able to identify PCPs. For this purpose, a PCP is a general internist, family physician, general pediatrician, nurse practitioner, physician assistant or may be an obstetrician gynecologist if he/she spends greater than 60% of their clinical time providing general primary care and not specialty care.

Questions? Need assistance?

For Provider Survey call HUSKY Health and Charter Oak Web Support at 1-877-606-5172
For Provider Enrollment and claim processing call the HP Provider Assistance Center toll free at 1-800-842-8440 Mon.-Fri. 8:00 a.m. – 5:00 p.m. or write to HP, PO Box 2991, Hartford CT 06104
Program information is available at www.ctdssmap.com



Accessing the survey: The online survey will be available starting August 20, 2012. To access the survey please follow the steps described below:

- Go to www.huskyhealth.com
- Click on “for Providers”
- Sign up or log into the secure portal
- Click on the Provider Survey

For assistance with the HUSKY Health Web portal or questions about how to complete the provider survey, please contact the HUSKY Health and Charter Oak Health Plan Web Support Team at 1-877-606-5172 during the hours of 9:00 a.m. – 4:00 p.m., Monday through Friday.

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