



**TO: Department of Mental Health and Addiction Services, Providers interested in Participating in the Connecticut Housing Engagement and Support Services (CHESS) Program**

**RE: Important Enrollment and Claim Submission Information for the Connecticut Housing Engagement and Support Services (CHESS) Program**

The Department of Social Services (DSS), in partnership with the Department of Mental Health and Addiction Services (DMHAS), is proud to announce the upcoming implementation of the Connecticut Housing Engagement and Support Services (CHESS) Program. The purpose of this program is to provide support services to Medicaid members experiencing homelessness and specified clinical conditions, especially help with finding and staying in affordable housing and connecting to medical and behavioral health services.

### **Provider Enrollment**

Providers interested in participating with the CHESS program must begin enrolling as billing providers effective May 26, 2021.

Providers must enroll online via the enrollment Wizard on the [www.ctdssmap.com](http://www.ctdssmap.com) Web site as CT Housing Engagement and Support Services providers.

Providers enrolling as CT Housing Engagement and Support Service providers are regarded as atypical, providing non-medical services and do not require the provider bill with an NPI and taxonomy. There will be no follow-on document (FOD) requirement; however, you must be on the DMHAS Approved list of providers.

**To enroll, providers must go to the [www.ctdssmap.com](http://www.ctdssmap.com) Web site and select "Provider" and then "Provider Enrollment" from the Home page to access the enrollment Wizard. Providers are encouraged to read all instructions prior to proceeding with the**

**online enrollment process. Providers should gather all data required prior to beginning the enrollment process, as an incomplete application cannot be saved. In addition, an application remaining idle for more than 20 minutes will disconnect the provider from the enrollment Wizard.**

**Once the online application is submitted, providers should take note of the Application Tracking Number (ATN).** The ATN will allow providers to track the status of their enrollment application by selecting "Provider Enrollment Tracking" from the provider main menu on the [www.ctdssmap.com](http://www.ctdssmap.com) Web site Home page.

### **Post Enrollment Activities**

Successfully enrolled providers will receive both a Welcome and PIN letter to set up their Secure Web Account for the CHESS program. The setup of a secure Web account allows the provider access to multiple on-line functionalities to maintain an updated enrolled provider file, in addition to multiple functionalities to support successful claim submission.

### **Provider Re-enrollment**

**Re-enrollment for "CT Housing Engagement and Support Service providers" will occur every two (2) years.** Six (6) months prior to their re-enrollment due date, providers will receive notification from Gainwell Technologies that it is time to re-enroll along with an Application Tracking Number (ATN).

To re-enroll, providers will go to the [www.ctdssmap.com](http://www.ctdssmap.com) Web site and select “Provider Re-enrollment” from the drop down “Provider” menu. Providers will enter the ATN provided and their AVRS ID. The ATN expedites the re-enrollment process by allowing the provider access to prior enrollment data. Providers should carefully review the data for accuracy, making changes as applicable before submitting their re-enrollment application.

**PLEASE NOTE:** Changes cannot be made via the Web portal once the application is submitted. Additional changes must be submitted on paper to the Gainwell Technologies Provider Enrollment Unit. The ATN of the online application should be indicated on all additional documentation submitted to expedite the re-enrollment process.

### Prior Authorization

Beacon Health Options will provide the required prior authorizations (PAs) for the four (4) service codes used for the CHESS program. Once PAs are created, Beacon Health Options will then upload the PAs to Gainwell Technologies to be displayed on the CMAP Web site, [www.ctdssmap.com](http://www.ctdssmap.com).

Additional information regarding reimbursable procedure codes and claims submission will be forthcoming.

### Eligibility Verification

The Gainwell Technologies’ Automated Eligibility Verification System (AEVS) will return client information that identifies if a client is eligible for the Connecticut Housing Engagement and Support Services (CHESS) Program. The eligibility verification response for this population will be “**Enrolled in CT Housing and Support Services (CHESS)**”.

### Provider Training

Gainwell Technologies will offer online enrollment and secure Web account training in May 2021 for those providing CHESS services. Providers should look for an invitation to this training in early May 2021.

Additional training for claim submission requirements will be provided prior to the claim submission targeted effective date of July 1, 2021. The implementation date will be confirmed by DSS at a later time. Providers should look for an invitation to training on such topics as client eligibility verification, Prior Authorization (PA) inquiry and claim submission via your secure Web account, in addition to available resources in June 2021.

### Provider Communications

**PLEASE NOTE:** Written program communications such as Workshop Invitations, Provider Bulletins and Important Messages are communicated to providers via electronic messaging.

If you have received this message through email, you have been auto subscribed to receive information electronically regarding the Connecticut Medical Assistance Program. In order to continue receiving this information, including such things as invitations to the upcoming enrollment and claims submission workshops, no changes are necessary. If you would like to modify your subscriptions or add additional office staff to receive important information, that can be done at any time by following these steps:

1. Access the [www.ctdssmap.com](http://www.ctdssmap.com) Web site.
2. Select Provider > E-mail Subscription from the drop-down menu.



3. Once on the E-mail Subscription page, enter the e-mail address you wish to subscribe or modify.
4. For a new email address, re-enter the e-mail address for verification.
5. To add a subscription for the CHESS program, from the right-hand side of the page, use the checkboxes to select “CT Housing Engagement and Support Services”; and/or select any other available subscriptions you would like to receive.
6. Once complete, select Save.

A detailed user guide is available on the E-mail Subscription panel by selecting the link that states “Click here”. Once you have successfully subscribed or modified your existing subscription, you will receive a confirmation email that includes the provider type(s) and/or topic(s) you selected from the checkboxes.

**Workshop invitations will also be posted on the [www.ctdssmap.com](http://www.ctdssmap.com) Web site.** From the Home page, within the “Provider” box, select the “Provider Training” link.

When provider registration for the online enrollment or claim submission for the CHESS program workshops are available, they will appear under the “Workshop Invitations” heading. Providers should click on the “link to register for the CHESS workshop date and time they wish to attend.