



TO: All Providers
RE: Elimination of Mailing Paper Remittance Advices

The purpose of this provider bulletin is to remind all providers of the Department of Social Services' (DSS) policy which was previously communicated in provider bulletin PB13-31. Provider bulletin PB13-31 informed providers of DSS policy that as part of an ongoing effort to manage and reduce expenses, DSS will no longer be printing and mailing paper Remittance Advices (RAs). Provider RAs are generated in a Portable Document Format (PDF) and are typically available for providers to download the Tuesday following a claim cycle from the provider secure Web portal on the www.ctdssmap.com Web site. DSS will stop mailing paper RAs to any remaining providers that may be receiving these on October 1, 2015.

RAs are easily accessible once you log into your secure Web portal account. From the account home page, click on "Download Remittance Advices" from the Quick Link box located in the upper right hand corner or click on Trade Files and then Download. Select "Remit. Advice (RA) – PDF" from the Transaction Type menu and then click on search.

Providers who currently have a secure Web portal account but are also still getting paper RAs will be receiving a letter with a reminder of how to access their secure Web portal accounts, and how to request password resets, if necessary. Providers who currently do not have a secure Web portal account will be receiving separate ID and PIN letters with detailed instructions of how to set up secure Web portal accounts.

DSS recommends that providers save a copy of their RA to their local computer system for future reference as only the last 10 RAs are stored on the www.ctdssmap.com Web site.

Providers with questions may contact the Provider Assistance Center at 1-800-842-8440 Monday through Friday 8:00 a.m. to 5:00 p.m. (except holidays).

