



TO: All Providers  
RE: Implementation of Electronic Messaging - Replacement to the Mailing of Bulletins/Policy Transmittals

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The Department of Social Services (DSS) and HP are pleased to announce the upcoming implementation of electronic messages. The results of the recent annual Provider Survey conducted by DSS and HP indicate that many providers and office staff prefer to receive Connecticut Medical Assistance Program (CMAP) information electronically rather than via the U.S. Postal Service. HP is excited to announce that as of **April 8, 2015**, providers and their office staff will be able to subscribe to receive pertinent CMAP program information via e-mail messages.

There are many benefits to the electronic delivery of communication, including:

- faster distribution of information to the provider community
- any office personnel can subscribe to receive program information via e-mail
- a simplified subscription process that can be completed very quickly allowing information to get into the right hands

**IMPORTANT! DSS will no longer distribute any paper communications to providers as of June 30, 2015.** You must subscribe prior to this date of service to receive CMAP information electronically. All information that is currently mailed and which will be distributed via electronic messaging, such as provider bulletins and workshop invitations, will continue to be available on the [www.ctdssmap.com](http://www.ctdssmap.com) web site for access and review. However, subscribing to receive e-mail notices will alert you to policy and program changes as they occur.

### Types of E-mail Notifications:

DSS and HP will use electronic messaging to distribute:

- Provider bulletins and policy transmittals
- Workshop invitations
- Program updates and reminders

All enrollment and re-enrollment letters will continue to be mailed to the provider.

### To Subscribe:

As of April 8, 2015, providers and their office staff can subscribe for e-mail notifications by performing the following 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.
4. Re-enter the e-mail address for verification.
5. From the right hand side of the page, use the checkboxes to select the available subscriptions you would like to receive.
6. Once complete, select Save.

Please note that, if you are already subscribed, you will receive a message that states "The e-mail address already exists" if the e-mail address is already enrolled. If you receive



this message, you may proceed to modify your existing subscription.

A detailed user guide will be available on the E-mail Subscription panel by selecting the link that states "Click here". Once you have successfully subscribed, you will receive a confirmation notice that includes the provider type(s) and/or topic(s) you selected from the checkboxes.

### **To Modify an Existing Subscription:**

Once you have subscribed, you may modify your subscriptions at any time by performing the following 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 modify in the Existing Subscribers section of the panel.
4. From the right hand side of the page, use the checkboxes to modify your subscriptions.
5. Once complete, select Save.

Once you have successfully modified your subscriptions, you will receive a confirmation notice that includes the provider type(s) and/or topic(s) you selected from the checkboxes.

### **To Unsubscribe:**

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 unsubscribe in the Unsubscribe section of the panel.

4. Once complete, select Save.

### **Provider E-mail Addresses Currently on File with HP**

Providers supply e-mail addresses at the time of enrollment or re-enrollment in CMAP, or during the setup of their Secure Web portal account. With the implementation of the electronic messaging functionality, HP will automatically subscribe Provider Enrollment e-mail addresses and portal Master Account User e-mail addresses on file as of April 7, 2015 for e-mail notifications. Please note that the email addresses on file for clerk accounts will not be included in the auto-subscribe process. Any additional staff in the provider's office interested in receiving email notifications from CMAP can sign up via the process described above. The types of auto subscriptions you receive will be based on the provider type and/or specialty you are enrolled with in CMAP. You will receive an e-mail notifying you that you have been auto-subscribed.

To validate your auto subscription, you can enter your e-mail address in the Existing Subscribers section of the E-mail Subscription panel. Your current list of subscriptions will be displayed, at which point you can modify the subscription list. If you have entered your e-mail address and have not been automatically subscribed, you will receive a message that the e-mail address does not exist. In this case, follow the steps in the "To Subscribe" section above.

### **Provider E-mail Addresses Supplied Through Ongoing Enrollment or Re-enrollment**

Beginning June 30, 2015, any **new** e-mail addresses collected through the [www.ctdssmap.com](http://www.ctdssmap.com) Enrollment / Re-enrollment Wizard for approved applications, or collected through updates to a portal



Master User Account will be automatically subscribed on an ongoing basis to receive e-mail notifications. The types of subscriptions you receive for those new e-mail addresses will be based on the provider type and/or specialty you are enrolled with in CMAP. **You will receive an e-mail notifying you that you have been auto-subscribed, at which time you can update your subscription.** Any additional staff in the provider's office interested in receiving email notifications from CMAP will have to sign up via the process described above.

If you have any questions about the subscription process, please contact the HP Provider Assistance Center at 1-800-842-8440.

