



TO: Ophthalmologists, Optometrists, Opticians, and Dental Providers
 RE: Web Portal Claim History Inquiry

The purpose of this bulletin is to notify Dental and Vision providers of the new Web portal claim history inquiry feature for eyeglass/vision and denture claim history which is now available on the secure provider Web site at www.ctdssmap.com. Additional dental codes will be added in the future.

Effective September 1, 2012, all providers must use this self service functionality found on the secure Web site to verify client eyeglass/vision and denture history.

To access this new tool, log into the secure Web portal, click on Claims and then click on Eyeglass Vision and Denture Claim History. (See Example 1)

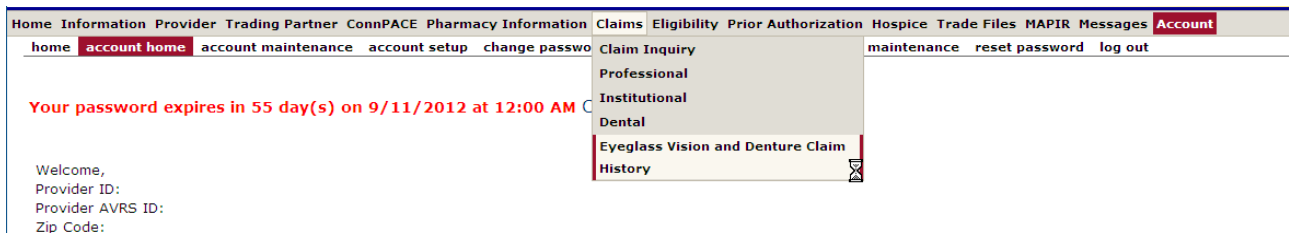
You must enter the client ID, inquiry type and date of service. Under inquiry type you will need to select either "Eyeglass Vision Services" or "Denture Services".

For the date of service, enter the date you will be performing the service. Then click "Search". (See Example 2). Please note that future dates can be entered, however providers are reminded that they **must** verify the client's eligibility at the time the service is performed as eligibility can change.

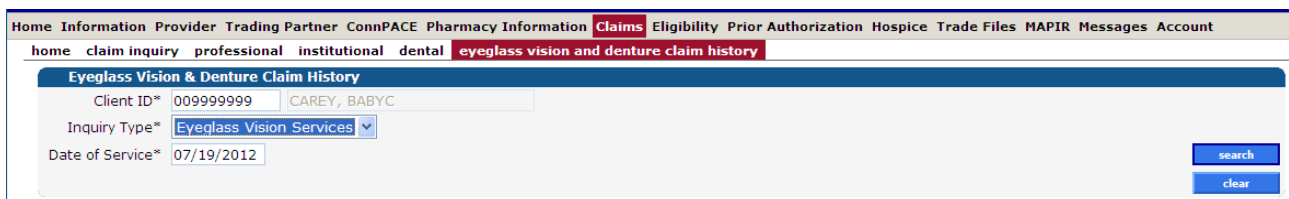
The search results will return either the previous two (2) years of eyeglass/vision services or the previous seven (7) years of denture services the client received based on the date of service entered. (See Example 3)

Effective September 1, 2012, the Provider Assistance Center will no longer perform these claim inquiries. Please note that verification of client claim history **does not** guarantee payment for services.

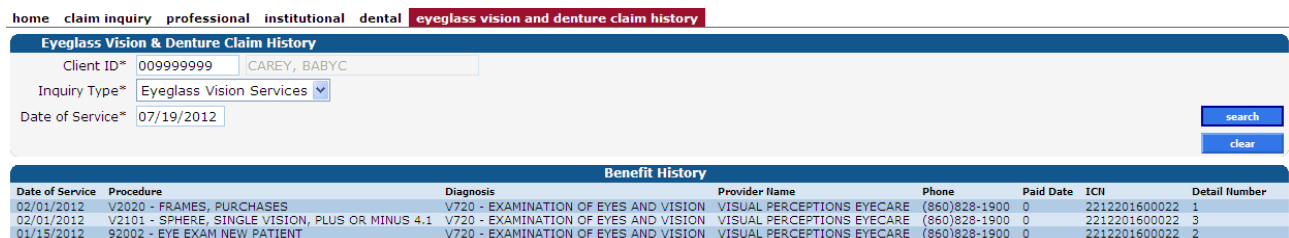
Example 1:



Example 2:



Example 3:



Questions? Need assistance? Call the HP Provider Assistance Center Mon.-Fri. 8:00 a.m.-5:00 p.m.
 Toll free at 1-800-842-8440 or write to HP, PO Box 2991, Hartford, CT 06104
 Program information is available at www.ctdssmap.com

