



**Connecticut Department of Social Services
Medical Assistance Program
Provider Bulletin**

PB 2006-93

November 2006

TO: All Providers

SUBJECT: EDS is Moving: Important “New” Contact Information for the Connecticut Medical Assistance Program

This is to inform all providers that EDS is moving their physical location in December 2006. As a result, the following Connecticut Medical Assistance Program telephone numbers will change effective Monday, **December 18, 2006**:

- EDS Provider Assistance Center:
Local (Farmington, CT) Telephone Number - **(860) 409-4500**
- EDS Electronic Data Interchange (EDI):
Local (Farmington, CT) Telephone Number - **(860) 284-9700**

Please Note: There will be no change to the mailing addresses for the Connecticut Medical Assistance Program. In addition, the EDS Provider Assistance Center and EDI toll free telephone numbers will also remain unchanged and have been provided below for your convenience:

- EDS Provider Assistance Center: Toll Free Telephone Number - **(800) 842-8440**
- EDS Electronic Data Interchange (EDI): Toll Free Telephone Number - **(800) 688-0503**

The move to the new location will require interrupting electronic claims submission facility for a short period of time. It will also require additional downtime to the Pharmacy Point of Sale (POS) System and Automated Eligibility Verification Systems (AEVS), including AVRS, OMNI device and PC Software Eligibility Verification. **The providers will not be able to submit claims electronically and/or access the POS/AEVS system from 10:00 p.m. on Friday, December 15, 2006 to 6:00 a.m. on Saturday, December 16, 2006.**

The downtime to the POS/AEVS system is in addition to the regularly scheduled maintenance downtime. The providers can access the regular POS/AEVS system availability schedule from the EDS Web site www.ctmedicalprogram.com. From the home page, click on *Provider Services* → *POS/AEVS System Availability Schedule*.

We apologize for any inconvenience and appreciate your understanding during this time period.

This bulletin and other program information can be found at **www.ctmedicalprogram.com**.

Questions regarding this bulletin may be directed to the EDS Provider Assistance Center - Monday through Friday from 8:30 a.m. to 5:00 p.m. at:

In-state toll free..... **800-842-8440** or

Out-of-state or in the local New Britain, CT area **860-832-9259**

EDS
PO Box 2991
Hartford, CT 06104

