

Provider Update

NEWS FOR THE NETWORK

February 2026

Provider Update is a monthly, online provider newsletter. We encourage you to [register](#) to receive *Provider Update* by email. If you have registered for email distribution but aren't receiving *Provider Update* at the beginning of each month, look in your spam folder or check with your organization's system administrator to ensure the organization's firewall is adjusted to allow for receipt of *Provider Update* from (SENDER: providerupdate@email-carepartnersct.com).

Reminders and Updates

Provider portal offers ease and efficiency

Unlocking efficiencies has never been easier! We encourage you to use our secure provider portal to perform common transactions for speed and efficiency. From real time eligibility checks to hassle free referral and authorization submissions, our portal puts convenience at your fingertips.

Use CarePartners of Connecticut's [secure portal](#) for greater administrative ease to:

- Check member eligibility and benefits prior to initiating care
- Submit and receive specialty referrals
- Request authorizations, submit notification, and attach clinical documentation
- View a patient's personal health record (PHR)
- Find the status of a claim and conduct other claims transactions
- Communicate with us directly through the message center

Refer to our [secure provider portal user guide](#) for guidance on conducting transactions.

If you're not already registered, follow the simple steps online to [register today](#) and unlock all the convenient benefits CarePartners of Connecticut's provider portal has to offer! ♦

Prior authorization update for prosthetics

CarePartners of Connecticut is pleased to share that we have reevaluated our utilization management criteria related to upper and lower limb prosthetic devices, and will now only require prior authorization for microprocessor/complex components of prosthetics.

Prior authorization is no longer required for the standard prosthetic build codes indicated on [this document](#).

We've updated our [CarePartners of Connecticut Prior Authorization, Notification, and No Prior Authorization Medical Necessity Guidelines](#) to reflect this change. ♦

Updates to Medical Necessity Guidelines

Refer to the following chart to review changes and updates to CarePartners of Connecticut's Medical Necessity Guidelines, which detail coverage and prior authorization criteria.

Updates to Medical Necessity Guidelines (MNG)		
MNG Title	Eff. date	Summary
CarePartners of Connecticut Prior Authorization, Notification, and No Prior Authorization Medical Necessity Guidelines	2/1/2026	Prior authorization will only be required for microprocessor/ complex components of upper limb prosthetics, and is no longer required for these standard prosthetic build codes .
Medicare Noncovered Investigational Services	2/1/2026	Removed CPT code 27278 from the policy, as we will now cover this code in alignment with CMS's local coverage determination.
Non-Emergent Ambulance Transportation	2/1/2026	Prior authorization is no longer required for hospital-to-SNF transfers. We will continue to evaluate prior authorization requirements in the future, and will provide appropriate notice in the event that authorization is reinstated.



Helpful reminders for providers

Avoid printing	All CarePartners of Connecticut provider documentation is updated regularly. For the most current information, providers should view all documentation online at carepartnersct.com/for-providers and avoid printing.
Browser note	If you are using an outdated or unsupported browser, certain features on CarePartners of Connecticut's website may be unavailable. For an improved user experience, upgrade your browser to the latest version of Mozilla Firefox or Google Chrome.
Secure Provider Portal self-service tools	CarePartners of Connecticut's online self-service tools enable providers to electronically submit transactions and/or access information related to claims submission, claims status, referrals, prior authorizations, electronic remittance advice, member eligibility, panel information and more. Log in to the secure Provider portal to manage transactions online.
Not yet registered?	Information on how to register for secure access is available on CarePartners of Connecticut's public Provider website .
For more information	Public Provider Website ; Secure Provider Portal
Contact information	Call Provider Services at 888-341-1508, weekdays, 8 a.m. to 5 p.m.