

# PROVIDER UPDATE

MARCH 1, 2023

NEWS FOR THE NETWORK |  CarePartners  
of Connecticut

*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](mailto:providerupdate@email-carepartnersct.com)).

## Reminders and Updates

### Prior authorization required for Xenpozyme

CarePartners of Connecticut now requires prior authorization for coverage of Xenpozyme (HCPCS code J3490), an enzyme replacement therapy approved by the FDA in August 2022.

For complete information, please refer to the newly developed [Xenpozyme Medical Necessity Guidelines](#), which outline the criteria that must be met for initial authorization and renewal, approved indications, coverage limitations, and more.

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### Register for upcoming provider training

This March, please join us on [Thursday, March 23 from 12-1 p.m.](#) for a CarePartners of Connecticut Overview and Updates webinar.

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### Secure Provider Portal Access

Not registered for the secure Provider portal? Getting signed up is easy and you'll enjoy the ability to complete the following online transactions quickly and easily:

- Submit claims electronically
- Check claims status
- Verify member eligibility
- Submit referrals, notifications, and prior authorization requests
- Conduct inquiries on referrals, notifications, and prior authorizations

Register for the secure Provider portal today by visiting CarePartners of Connecticut's public website and completing the [Provider Website – Authorization Form](#).

Once registered, visit the [Printable Guides](#) page on CarePartners of Connecticut's public Provider website for step-by-step guides to help you conduct common transactions.

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## 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](https://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

### WEBSITES

- [Public Provider Website](#)
- [Secure Provider Portal](#)

### CONTACT INFORMATION

- Call Provider Services at 888.341.1508, weekdays, 8 a.m.-5 p.m.

