

Provider Update

NEWS FOR THE NETWORK

March 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

Updates to Maximum Units Payment Policy

Effective for dates of service beginning May 1, 2026, CarePartners of Connecticut will adopt the maximum unit values established by the Centers for Medicare & Medicaid Services (CMS), when available.

Application of medically unlikely edit (MUE) values

We will apply and adhere to CMS- and Medicaid-published MUE unit limitations when available.

An MUE represents the maximum number of units of service that may be reported for a specific HCPCS or CPT code on the majority of claims submitted by the **same provider or supplier (typically)**, for the **same member**, on the **same date of service**. Please be aware that while this typically applies for codes submitted by the same provider, there are certain cases where the maximum unit policy may be applied whether the service is submitted by the same or different providers.

Not all codes have an assigned CMS or Medicaid MUE. For codes without a published MUE, CarePartners of Connecticut will establish a custom unit limit based on code descriptions and historical claim utilization.

CarePartners of Connecticut primarily follows CMS-established MUE values, with certain exceptions based on medical and payment policies, member benefits, state regulations or statutes, or provider contract terms. These exceptions may be more or less restrictive than CMS MUE standards.

Billing and reimbursement/correct coding

No additional reimbursement will be provided for services billed in excess of the applicable CMS or Medicaid MUE value.

For codes without CMS/Medicaid MUEs, claims that exceed CarePartners of Connecticut's custom maximum unit value will be denied. Providers may submit an appeal with medical records supporting the necessity of the additional units.

In addition, please keep in mind that MUE values do **not** override correct coding requirements. Providers must continue to use accurate, complete coding and append appropriate modifiers when needed to distinguish services. Incorrect or incomplete coding may result in frequency denials.

For more information, please refer to our [Maximum Units Payment Policy](#), which we've updated to reflect this change. ◆

Language interpretation services reminder

In support of our provider partners and culturally diverse member population, we'd like to remind you that CarePartners of Connecticut offers access to free language interpretation services to facilitate the care and treatment of your non-English-speaking patients. Patients in need of qualified interpreters or translation of written materials are encouraged to outreach to CarePartners of Connecticut Member Services at 888-341-1507 for additional information. ◆

Members' rights and responsibilities

CarePartners of Connecticut members are notified of their rights and responsibilities as members upon enrollment and annually thereafter.

Periodically, CarePartners of Connecticut will include this information in our provider newsletter. Please take a moment to familiarize yourself with this content, found in the Member Rights and Responsibilities section of our [online Provider Manual](#).

Copies of member rights and responsibilities can also be mailed upon request by calling [Provider Services](#). ◆

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
Medicare Noncovered Investigational Services	3/1/2026	In support of guidance from the Centers for Medicare and Medicaid Services, we will now cover these codes pertaining to skin substitutes and bioengineered skin grafts without prior authorization.



Updates to Payment Policies

Please refer to the chart below for information on new and updated CarePartners of Connecticut Payment Policies. For details, access the policies listed below by navigating to the Payment Policies category of our [Provider Resource Center](#).

Updates to Payment Policies		
Payment Policy Title	Eff. date	Summary
Maximum Units	5/1/2026	Updated policy to reflect the maximum unit values established by the Centers for Medicare & Medicaid Services (CMS), when available. Refer to this article , also included in this issue of <i>Provider Update</i> , for more information.



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.

