

Provider Update

NEWS FOR THE NETWORK

May 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

Change in denial process for lack of prior authorization

Effective for dates of service beginning July 1, 2026, CarePartners of Connecticut is making a change to our claim adjudication process for ancillary and supporting services when they are billed in connection with services that require prior authorization and that authorization is not obtained.

As of the applicable effective dates, **failure to obtain the required prior authorization for a procedure or service will result in denial of the procedure and any related ancillary or supporting services billed on the same claim or on separate claims from the same date of service, due to lack of prior authorization.**

This includes medications used to support the procedure requiring prior authorization, and also applies to services or procedures for which an authorization request was submitted but denied.

Please note that ambulance services will be excluded from this updated denial process.

Our [Provider Manual](#) will be updated prior to July 1 to reflect this change. ◆

HEDIS tip sheets for measures related to patients with diabetes

CarePartners of Connecticut would like to remind our providers that we have a number of HEDIS tip sheets specific to measures related to patients with diabetes, including:

- [Eye Exam for Patients with Diabetes \(EED\)](#)
- [Kidney Health Evaluation for Patients with Diabetes \(KED\)](#)
- [Glycemic Status Assessment for Patients with Diabetes \(GSD\)](#)

The best practices highlighted in our HEDIS tip sheets are intended to support your practice by ensuring that the data reported accurately reflects your practice's performance on these measures, and by identifying opportunities to improve patient care.

For the full collection of CarePartners of Connecticut tip sheets currently available to providers, refer to the [HEDIS tip sheet page](#) on our provider website. And as always, be sure to look to future issues of *Provider Update* for new information as we continue to develop additional tip sheets!

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA). ◆

CarePartners of Connecticut's access to care standards

One of CarePartners of Connecticut's fundamental priorities is ensuring the best possible access to care for the members we serve. To that end, the *Providers > Access Standards* section of our [Provider Manual](#) (page 17) outlines network practitioner standards regarding clinician availability, timeliness of appointments, and telephone accessibility, among other things. Please refer to the Provider Manual to review these standards and requirements.



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
Acupuncture	5/1/2026	Minor administrative updates for accuracy and clarity.
Fraud, Waste and Abuse	5/1/2026	Minor administrative updates for accuracy and clarity.
Urgent Care	5/1/2026	Minor administrative updates for accuracy and clarity.
Advanced Practice Provider	5/1/2026	Minor administrative updates for accuracy and clarity.
Clinical Trials	5/1/2026	Minor administrative updates for accuracy and clarity.
Audiology	5/1/2026	Minor administrative updates for accuracy and clarity, including addition of contact information for hearing aid program administrator Hearing Care Solutions.



Medical drug program updates

You can refer to the chart below to review changes and updates related to CarePartners of Connecticut's prior authorization and coverage program for medical drugs.

Updates to existing prior authorization programs		
Drug/MNG	Additional information	Eff. date
Yescarta	In alignment with recent updates in the FDA's guidance, removed the limitation of use from Yescarta for patients with relapsed or refractory primary central nervous system lymphoma.	5/1/2026



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.
