

Provider Update

NEWS FOR THE NETWORK

August 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

Reducing 30-day readmissions

Reducing hospital readmissions within 30 days is a considerable priority in health care, leading to increased patient satisfaction and improved outcomes.

To do this, it's essential to identify patients who may not understand their transition of care (TOC) instructions, including necessary follow-up care and changes to their medication regimens, and to provide targeted post-discharge TOC interventions.

Effective TOC interventions should prioritize timely follow-up and patient education.

Timely follow-up

Follow-up that is absent or delayed too far beyond the window immediately following a patient's transition out of the hospital can be a significant factor in the occurrence of 30-day readmissions. Some examples of timely follow-up that can help avoid these early readmissions include:

- Communication from the patient's primary care physician, such as reaching out to schedule a follow-up appointment
- Follow-up phone calls from any member of the patient's care team
- Home visits, when appropriate
- Medication reconciliation/review to ensure that the patient's medications are being used and monitored appropriately

Patient education

It's critical to make sure the patient has a solid understanding of their TOC plan so they can take the correct steps to avoid adverse events and readmissions. An integral component of TOC patient education is medication management; CarePartners of Connecticut strongly encourages providers to review these patients' medication lists with them to ensure that the lists are accurate and they have the correct prescriptions.



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
Vyjuvek	MNG updated to remove age restriction. Vyjuvek (J3401) will now be covered for adult and pediatric members of all ages with a diagnosis of dystrophic epidermolysis bullosa when all criteria are met.	8/1/2026



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
Observation Services	8/1/2026	Minor administrative updates for accuracy and clarity
Podiatry	8/1/2026	Minor administrative updates for accuracy and clarity
Hospice Services	8/1/2026	Minor administrative updates for accuracy and clarity



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.