



Connecticut Dental Health Partnership PROVIDER PARTNER NEWSLETTER

Web Portal Security Changes effective April 21, 2026

The Connecticut Medical Assistance Program (CMAP) secure Web Portal will undergo a change in password structure. Master users/local administrators and clerks using the secure Web Portal will need to use a password that is at least 15 characters in length when they are prompted to reset their password after April 21, 2026

For more details go here:

https://www.ctdssmap.com/CTPortal/Information/Get-Download-File?Filename=Password_Changes.pdf&URL=Important_Message%2fPassword_Changes.pdf

Come Visit Us at the CSDA Meeting!

The Connecticut Dental Health Partnership the Dental Plan for HUSKY Health will have representatives at the Connecticut State Dental Association meeting in May. The Charter Oak Dental meeting will be held on May 14th through May 16th. The CTDHP will have representatives available on May 14th and 15th to answer your questions about the plan. Stop by booth number 607 to say hello or ask questions about the plan.



**Connecticut State
Dental Association**

X-ray Submission



Please remember the CTDHP requires that all radiographic images have proper labeling and dates of exposure prior to consultant review for Prior Authorization or Post Review. Additionally, when more than 5 periapical films are submitted, they must be properly mounted as well. Failure to provide proper labeling and dates of exposure will result in the delay of the review and the rejection of the PA request.

Unmounted full mouth series will be rejected as well. Please be sure the quality of the radiographs being submitted for review are of diagnostic clarity. In cases where proper labeling and/or dates of exposure cannot be placed on the images, place all appropriate information in the remarks section of the claim form.



About Us

The State of Connecticut's publicly funded dental care programs—HUSKY A, HUSKY B, HUSKY C, HUSKY D, and Covered CT—have been unified into one dental plan: the Connecticut Dental Health Partnership, the dental plan for HUSKY Health (CTDHP). CTDHP oversees the dental plan for the Department of Social Services (DSS) HUSKY Health program, which covers more than 900,000 residents in Connecticut.

CTDHP Website

The Connecticut Dental Health Partnership, the dental plan for HUSKY Health, has a useful and informative website. Please go to www.ctdhp.org to access provider resources, upload prior authorizations, verify client history, download educational materials, and much more!much more!

CT Dental Health Partnership Orthodontic Case

You're invited!

EVALUATION SEMINAR

Join us for an informative and interactive evening focused on strengthening your understanding of Connecticut's orthodontic case evaluation process.



About the Seminar

Gain a clearer understanding of:

- How to follow state guidelines for scoring orthodontic cases
- What is required for proper submission of an orthodontic case
- How to avoid common errors and streamline your submission process

You'll also have the opportunity to:

- Ask questions about scoring or case submission
- Meet the Orthodontic Review Consultants and the CTDHP team
- Connect with colleagues in a relaxed, welcoming environment

DETAILS

June 11 • 5:30 PM-7:30 PM

Square Peg Pizza

400 New Britain Ave, Plainville, CT

RSVP

Please RSVP to Norma Liistro at 860-507-2319 by June 1, 2026

PROVIDER RE-ENROLLMENT

Gainwell Technologies notifies providers with a re-enrollment due dates. The due dates represent the date the application must be completely through the re-credentialing process. It is critical to re-enroll in the Connecticut Medical Assistance Program (CMAP) well in advance of the due date. It takes approximately 6 weeks for a completed application to complete the credentialing process.

Providers that do not submit their applications or any follow-up documents in advance of the due date risk being dis-enrolled resulting in claim denials.

Avoid the surprises! Please be sure Gainwell Technologies has the proper email address for your office and be sure to sign up for Gainwell's e-messaging account. This will improve the communication between your office and the plan.

For more information, please go to: <https://www.ctdssmap.com>



If we can be of any help please reach out to us at

1-855-CTDental

www.ctdhp.org

CT Dental Health Partnership Contact Information

CT Dental Health Partnership Contact Information

Client Services	(866) 420-2924
Client Services	(855) 283-3682
Fax	(860) 674-8174
Provider Services Prior Authorization (Philadelphia)	(888) 445-6665
Michael Massarelli (Senior Director Network Development and Professional Relations)	(860) 507-2303
Sue Wydra (Professional Relations Associate)	(860) 507-2307
Norma Liistro (Professional Relations Associate)	(860) 507-2319
Sue Napolitano (Professional Relations Associate)	(860) 507-2328

Prior Authorizations and Post Procedure Authorizations:

CT Medicaid Prior-Authorizations

C/O Dental Benefit Management/Benecare
555 City Ave., Ste. 600
Bala Cynwyd, PA 19004
(888) 445-6665

Enrollment Documents:

Gainwell Technologies

Provider Enrollment Unit
P.O. Box 5007
Hartford, CT 06102-5007

ctproviderenrollment@gainwelltechnologies.com

J434 Standard ADA Claim Form Accepted



1-855-CTDental www.ctdhp.org