
BE INFORMEDNETWORK
BULLETIN

IMPORTANT ANNOUNCEMENTS

COMP WAIVER APPROVAL, IDD CONNECTS UPDATE, & IDD PROVIDER MEETING

COMP Waiver Amendment Approved

DBHDD is pleased to announce that the Centers for Medicare and Medicaid (CMS) have approved the Comprehensive (COMP) Medicaid Waiver with the 7% increases which were previously included in the FY22 and FY23 budgets approved through the Georgia General Assembly. As a reminder, these increases (5% and 2%) have already been distributed, or are in the process of being distributed, to providers.



The CMS approval of the COMP amendment is in preparation for the unwinding of Appendix K, as these funds were previously activated solely through Appendix K funding. If you have any questions regarding this, please submit them to the Office of Provider Relations and ASO Coordination via the [Provider Issue Management System \(PIMS\)](#).

The New Options Waiver (NOW) renewal request is still pending with CMS. More information will be distributed as soon as it is available.

Thank you for your continued support and partnership,

Ron Wakefield, Director
Division of Developmental Disabilities



IDD CONNECTS UPDATE

DBHDD, in partnership with the Georgia Collaborative ASO, continues to work diligently to address outstanding issues and share the updates when they are released into IDD Connects.

Seven (7) bug fixes were released over the weekend by the Georgia Collaborative ASO related to backend functionality to increase efficiencies. However, you will only see two (2): the ISP “Approval History Search” section has been removed and the individuals demographic sync issues have been resolved.

Don't Forget

If you experience issues or need a password reset for IDD Connects, please utilize the contact information below for assistance.

ISSUE	PROCESS	CONTACT
Unlock Account	Carelon Customer Service Carelon EDI Helpdesk	Carelon Customer Service: 855-606-2725 Carelon EDI Helpdesk: 888-247-9311
General Questions/Issues	Carelon Customer Service Carelon EDI Helpdesk ProviderConnect Secure Web Inquiry	Carelon Customer Service: 855-606-2725 Carelon EDI Helpdesk: 888-247-9311 ProviderConnect Portal

Users can expect general questions submitted securely through **ProviderConnect** to be answered within five (5) business days.

When contacting customer service and/or the EDI helpdesk via phone, users can request their inquiry number to reference at a later date or to look-up in ProviderConnect. Please remember to have the following information available:

- The username, first name, and last name of the user if you have a question regarding the IDD account status, including:
 - IDD account unlock.
 - Multi-Factor Authentication reset.
 - Grant Access to User.
- The Carelon Provider ID, the Provider Medicaid ID Number, or the Tax ID (TIN) for the agency involved.
- Either the CID, Medicaid ID, or SSN and the DOB for the individual if there is a question about an individual.

****IMPORTANT TO NOTE:*** To prevent issues with signing into your account in IDD Connects, it is imperative to update your password every 90 days. DBHDD suggests putting a reminder appointment on your calendar to assist in tracking this.

I/DD Statewide Provider Meeting

Presentation & Recording



The DBHDD Division of Developmental Disabilities hosted the Intellectual and Developmental Disabilities (I/DD) Statewide Provider meeting on May 11, 2023. This meeting was conducted remotely via our WebEx platform.

The presentation from the meeting, and the recording, are now available on the DBHDD website and can be found on the **Provider Toolkit webpage**.

Office of Provider Relations & ASO Coordination

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For Provider Relations inquiries,
please contact us at
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BE WELL



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