August 30, 2022

Dear Provider,

We’re reaching out to let you know that the Agency on Aging of South Central Connecticut is in the process of migrating to a new database system. This is a technical upgrade for our organization. While this does involve changes in the process as to how we bill the state, we have planned this change so as to ensure minimal disruption to our valued Providers. That said, we are aware there may be some delays and resolving them quickly is our highest priority.

As we move into the new system, we are also initiating a new process for addressing issues related to service authorizations. To make this a more efficient process overall, we have created a form for submitting issues. This will ensure we get the needed information, so that our staff can resolve issues in the most timely way possible.

A copy of the Issue submission form is attached. Please send completed forms to providers@aoascc.org and a dedicated, experienced staff member will then be able to follow-up and resolve any issues.

Sincerely,

Melissa Lang, DrPH, MPH, MPA, MA
President and CEO