

DSS LTSS Inquiry Email Guidelines for Requests for Escalation of Renewals

Address: DSS-LTSS-Inquiry@ct.gov

- 1. DSS will respond within 3-5 business days to escalations that include:** Renewals where all proofs necessary to determine eligibility were submitted on time and authorization to disclose is on file; *and the individual received a discontinuance notice; or the facility has been denied room & board payment due to lack of coverage.*
- 2. Emails to this address should include the facility name in the subject line.**
- 3. If submitting the [Excel escalation tool](#),** the facility should list their name and business manager on it, and include a thorough explanation of the issue for each case. Only one list at a time should be sent, with a maximum of 5 cases. After a response is received, another escalation tool can be accepted. Please do not add a client to a list that was previously sent.
- 4. This email address should not be shared with family members; it is for facility use only.**