

interChange Provider Important Message

Provider Bulletin PB18-34 Reminder

Attention Providers and Trading Partners. This Important Message serves to remind all Web users of Provider Bulletin PB18-34. Enhancements will be introduced to the www.ctdssmap.com Secure Web portal to allow Web users more self-service functionality for password resets, locked accounts and disabled accounts.

In order to implement this functionality, as of June 27, 2018, all existing secure Web portal account users will be presented with an increased site security panel the next time they log in to their Secure Web portal account. This one time only process must be completed in order for Master Users and clerks to continue to access any functions on the Secure Web Portal.

The increased site security panel consists of all users providing the following information:

- Two (2) updated security questions and answers
- An updated contact email address

Please refer to Provider Bulletin PB18-34 for additional information.

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