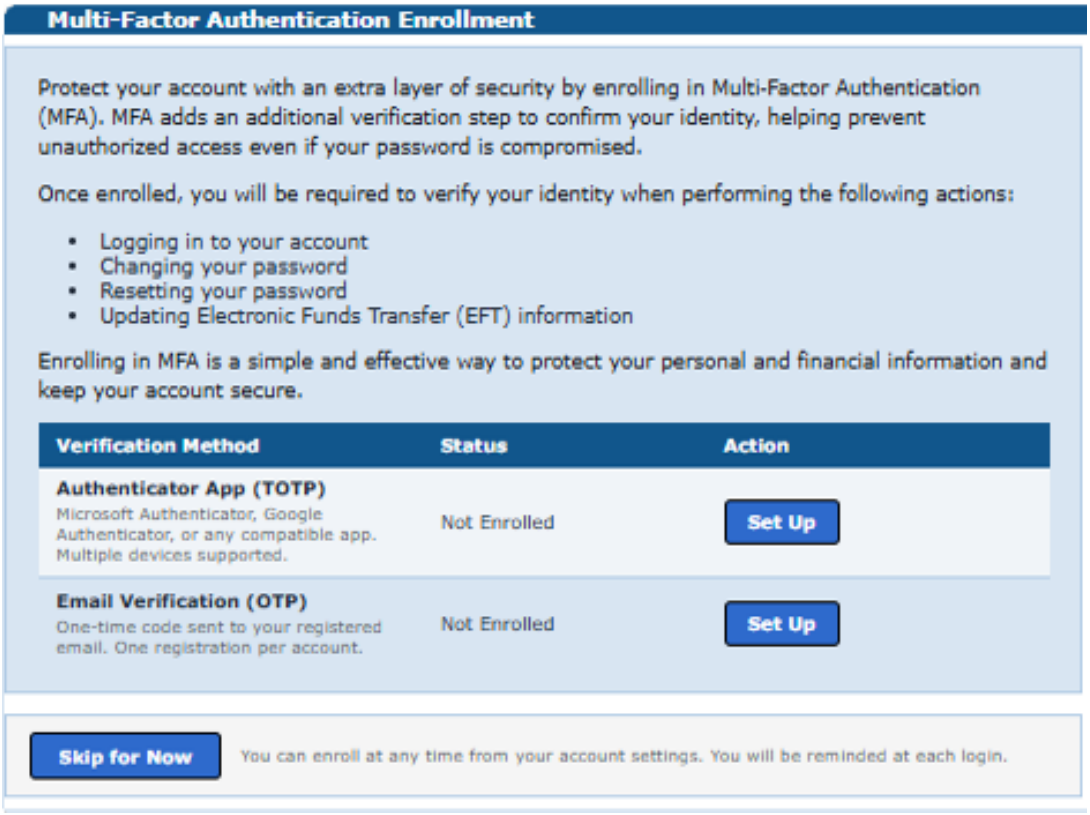
interChange Provider Important Message

Attention: All Providers, Trading Partners and Drug Labelers

Secure Web Portal Multi-Factor Authentication (MFA) Enrollment for Master Users and Clerks available June 2, 2026

The Connecticut Medical Assistance Program's (CMAP) secure Web Portal will introduce **Multi-Factor Authentication (MFA)** to enhance security for Master Users and Clerks. MFA setup begins June 2, 2026, and is currently optional; a future compliance date requirement will be announced.

On Tuesday, June 2, users will see an enrollment screen upon login. Users will have two options, using an Authenticator App (downloaded to a device of your choice) or Email Verification. Users may opt to enroll with one or both methods, and choose their preferred option each time they log in. Enrollment can be bypassed until a compliance date is announced by clicking on the Skip for Now button.



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1. Authenticator App

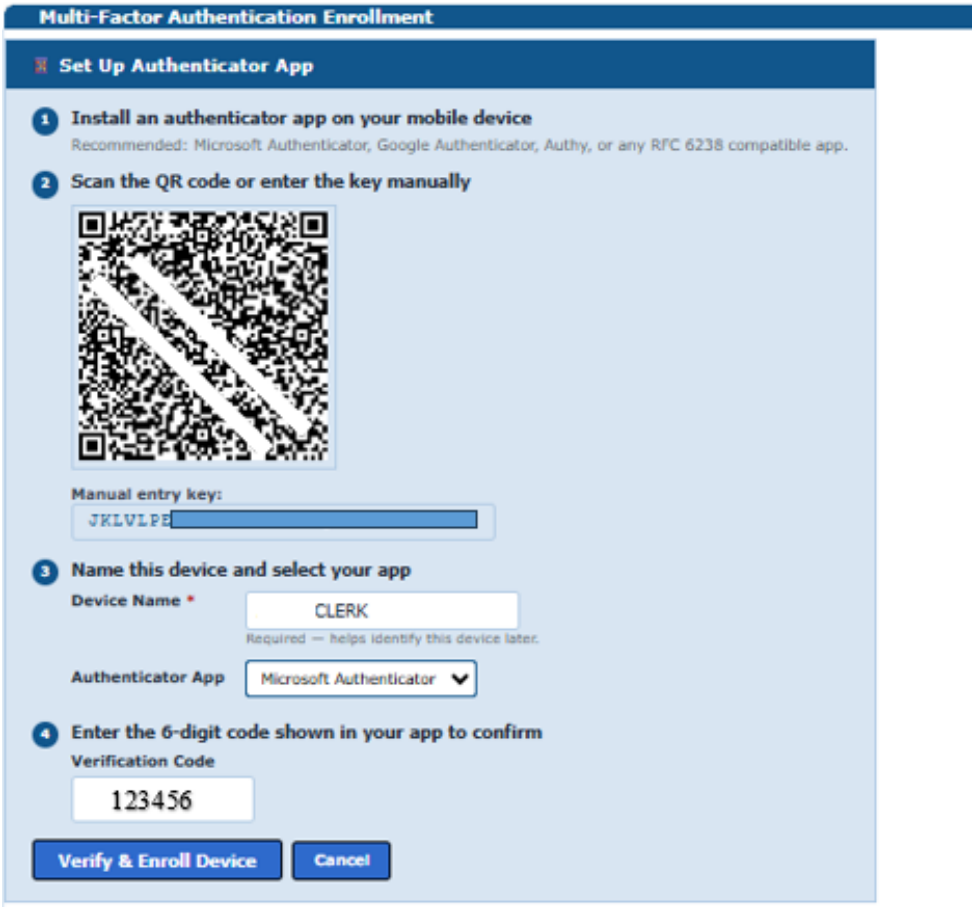
Users may set up MFA using an authenticator application downloaded to their mobile device for free from the Google Play store (Android) or the Apple App Store (iPhone/iPad).

Recommended applications include (this is the user's choice):

- Microsoft Authenticator
- Google Authenticator
- Authy Authenticator
- RFC 6238 compatible application

During Setup – after clicking Set Up button:

- A screen will display a **QR code** and a **manual entry key**
- Scan the QR code with your authenticator app
- Enter the generated **6-digit code**
- Select **Verify & Enroll** Device



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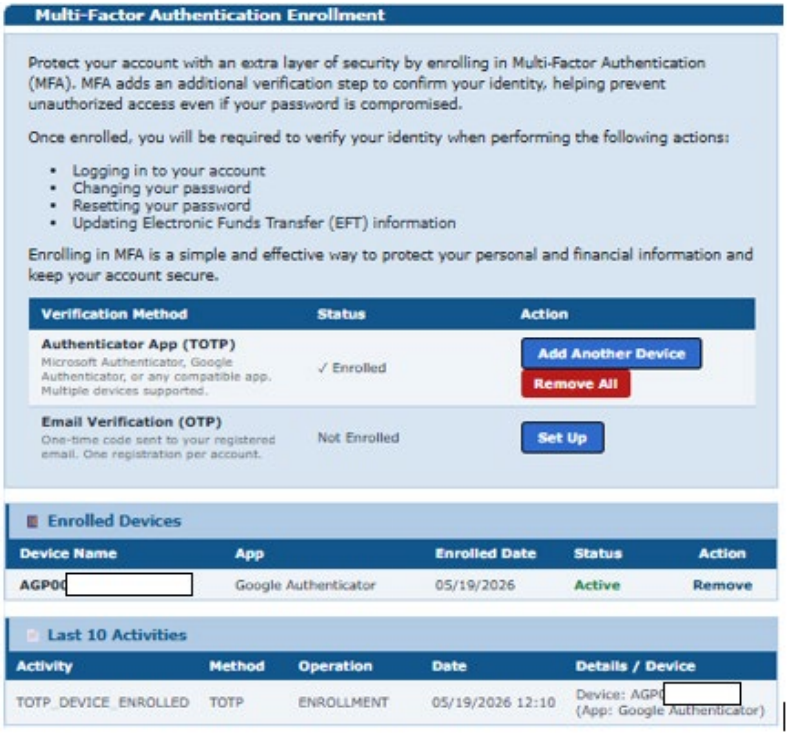
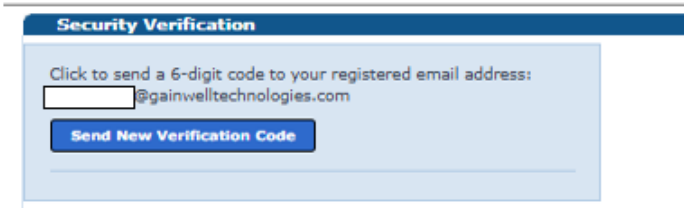
- Once Enrolled you will be able to **add** another device by clicking on the Add Another Device button or **remove** a device by clicking on the Remove All button.

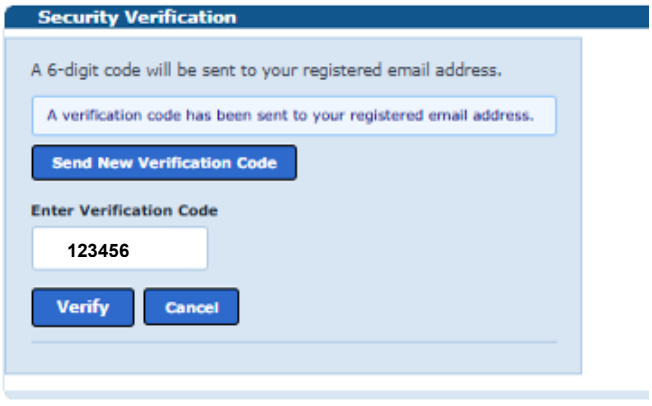


2. E-mail Verification

During Setup – after clicking Set Up button:

- A verification code will be sent to your registered e-mail address
- Enter the **6-digit code** received via e-mail
- Select **Verify & Enroll** to complete the process





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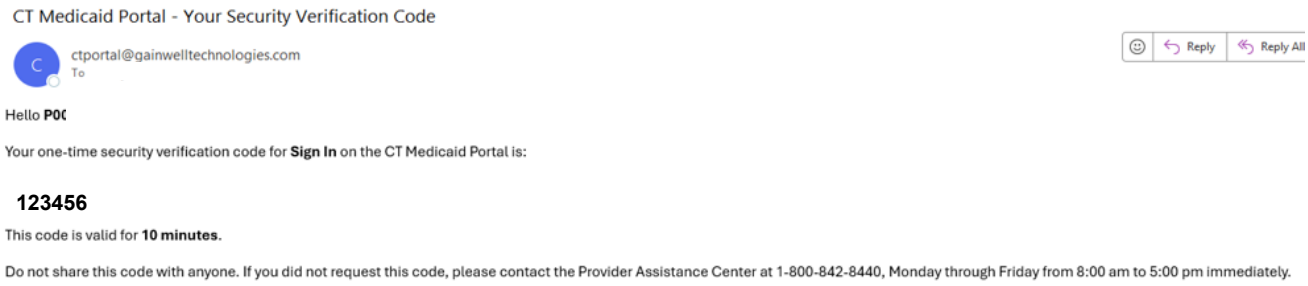
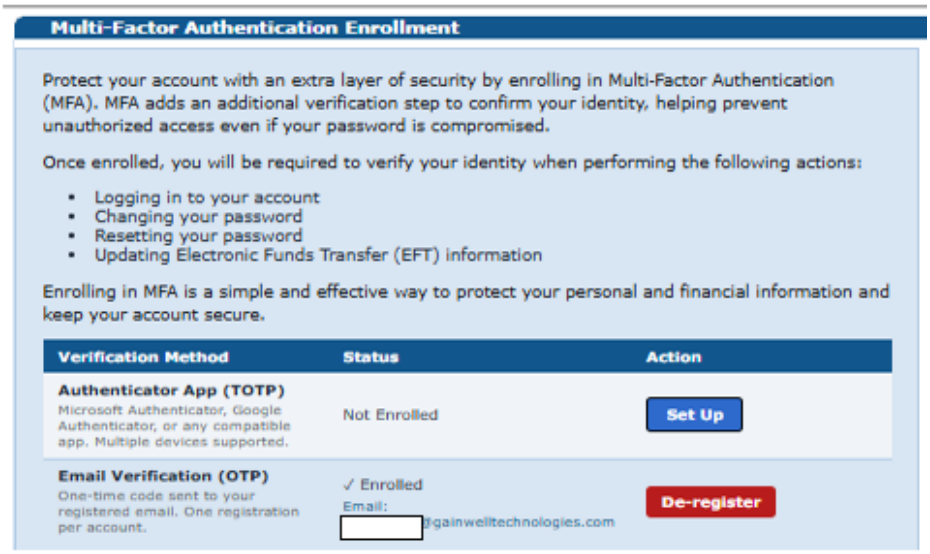
Example of email sent:



Note: The Email verification code is only valid for **10 minutes,** after that you will need to select **Send New Verification Code** again.



Once enrolled with MFA you will be required to use this authentication for the following actions:

- **Logging into the portal**
- **Changing/resetting passwords**
- **Updating electronic fund transfer (EFT) information**

For questions, please contact the Provider Assistance Center, Monday through Friday from 8:00 a.m. to 5:00 p.m. at 1-800-842-8440.

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