

interChange Provider Important Message

Attention Non-Emergency Medical Transportation (NEMT) Providers: Accessing Their Re-enrollment Due Date

A provider's re-enrollment due date can be viewed by accessing the Connecticut Medical Assistance Program Secure Web site at www.ctdssmap.com. From this Web page, go to "Provider", then to "Secure Site" or, from the provider panel on the left side of the Home page, click on "Secure Site." Once the Login page is displayed, enter your User ID and Password and click on login.

The screenshot shows the CTDSMAP website interface. On the left, a 'Provider' menu lists various options, with 'Secure Site' highlighted in a blue box. At the top, a navigation menu also lists 'Secure Site' in a blue box. Below these is the 'Login' section, which includes a 'setup account' button, a 'login' button (highlighted with a blue box and a blue arrow), and a 'reset password' button (highlighted with a blue box and a blue arrow). The login page text reads: 'The Connecticut Department of Social Services Medical Assistance Program secure Web site is intended for providers, trading partners/billing agents, labelers/drug manufacturers and clerks designated by those entities. If you have received your Personal Identification Number letter, click on the setup account button. If you have forgotten your password or need to reactivate your account, please click the reset password button.'

If the NEMT provider previously set up their account but doesn't remember their password or their account has been deactivated due to inactivity, the NEMT provider would need to reset their password. To reset their password, the NEMT provider needs to click on the "Reset Password" button, enter their User ID and answer their security questions and the page will allow the user to reset their password.

Web Account Set Up

If the NEMT provider has never set up their secure Web portal account, they would need to perform the following steps prior to logging in.

To set up your account, the NEMT provider would click on "Setup Account."

interChange Provider Important Message

Login

The Connecticut Department of Social Services Medical Assistance Program secure Web site is intended for providers, trading partners/billing agents, labelers/drug manufacturers and clerks designated by those entities.

If you have received your Personal Identification Number letter, click on the setup account button.

[setup account](#) 

User ID*

Password*

[login](#)

If you have forgotten your password or need to reactivate your account, please click the reset password button.

[reset password](#)

NEMT providers would have received their logon IDs via their enrollment confirmation letter. A Web and AVRS PIN letter would have arrived under a separate cover letter.

If the NEMT provider never signed into the Web account previously and you do not have your enrollment confirmation letter, you need to contact the Provider Assistance Center (PAC) at 1-800-842-8440 to request the Web/AVRS PIN letter be re-sent to the NEMT provider via your provider enrollment address.

To set up your account, the NEMT provider will need to enter the Initial Web User ID and Web PIN in the appropriate fields and click "Setup Account." This will allow you to create a unique user ID and password.

Account Setup

Initial Web User ID*

Personal Identification Number*

Please note User ID and Personal Identification Number are case sensitive.

Click [here](#) to find answers to the most frequently asked questions (FAQs) regarding Web account set up.

[setup account](#)

On the Account Setup screen, fill in the fields with the appropriate information.

Before clicking submit, be sure to note the chosen User ID, Password, and secret question answer(s) and keep them in a secure location. Passwords expire after 60 days and will need to be reset if it becomes inactive and/or expires.

***** Your User ID can NEVER be changed. It is suggested you choose a generic user ID related to your practice/agency. *****

interChange Provider Important Message

Required fields are indicated with an asterisk (*).

User ID*	JOHN_DOE_DENTAL	Password*	*****
Contact Last Name*	Doe	Confirm Password*	*****
Contact First Name*	Jonathan	Email*	john_doe_dds@doedental.com
Phone Number*	(800)555-5555 5555	Confirm EMail*	john_doe_dds@doedental.com
1st Secret Question*	Mothers maiden name		
1st Answer*	Smith		
2nd Secret Question	Name of first pet		
2nd Answer	Buster		

Security Agreement

Provider agrees to meet all applicable state and federal laws and regulations pertaining to confidentiality, privacy, and security and to maintain and safeguard, in accordance with all state and federal laws and regulations, the confidentiality of all information concerning DSS clients, including, but not limited to, personal, financial, and medical information. Provider agrees that this agreement is an

I Agree

[submit](#) [cancel](#)

Once the NEMT provider has successfully set up their account or signed into the secure site, they can view their re-enrollment due date from the Account Home page.

Home Information Provider Trading Partner Pharmacy Information Hospital Modernization Electronic Visit Verification Claims Eligibility Prior Authorization Hospice MAPIR

Account

home **account home** account maintenance account setup change password reset password log out

Your password expires in 61 days on 8/31/19 at 12:00 A.M. [Change Password](#)

Welcome: **Provider Account User ID**
Provider ID: **Enrollment NPI or AVRS ID**
Reenrollment Due Date: **05/01/2022** 
Zip Code: 06106 - 5501
Your R.A.s, or 835 transactions, are being sent to:
Your download page in the Trade Files menu option.

Quick Link

- Check E-messages
- Claim Status Inquiry
- Client Eligibility Verification
- Prior Authorization Inquiry
- Download Remittance Advices
- ACA Ordering/Prescribing/Referring Provider List

Email Subscription

- Register/Update Email Subscription

Global Messages
*** No rows found ***

Secure Mailbox
*** No rows found ***