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.

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."

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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.

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. ***

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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.