

interChange Provider Important Message

Attention: All Providers, Trading Partners and Drug Labelers

Web Portal Security Changes effective April 21, 2026

The Connecticut Medical Assistance Program (CMAP) secure Web Portal will undergo a change in password structure. Master users/local administrators and clerks using the secure Web Portal will need to use a password that is at least **15 characters** in length when they are prompted to reset their password after April 21, 2026.

The screenshot shows a 'Change Password' form with the following fields: User ID (CLERKTEST28), Current Password*, New Password*, and Confirm Password*. Below the fields are 'change password' and 'cancel' buttons. Below the form is a blue error message box that reads: 'Please correct the following errors: We are sorry but your password has expired. Please change your password.'

Every 60 days, master users/local administrators and clerks are prompted to change their password. Users enter their existing password, their new password, and then are asked to confirm this new password. If the new passwords do not match, the user is given a “New Password must be same as Confirm New Password” error message. Once confirmed, a new password is saved in the database table. Users may not re-use any of their last 6 passwords.

Password Requirements:

- The Password you enter must be **15 - 30 characters** in length and **cannot begin with a numeric value**. The Password and Confirm Password fields must match exactly. The password must have **at least 3 of the 4 character types** - upper case, lower case, number, special character. Special characters include such characters as the following: # \$ % ^ @ *
- Both Secret Question and Answer fields are required. These questions and answers should not contain any special characters. Only upper- and lower-case alpha, 0-9 numeric characters, and blank spaces are permitted in both fields. A question mark (?) is permitted in the questions fields. **The secret questions should include answers that are not easily guessed or answers that can be easily obtained on social media.**

Users have the ability to make 4 attempts to enter the correct ID / password or two security question / answer combinations before the account is locked.

The screenshot shows a blue error message box that reads: 'Please correct the following errors: We are sorry but the user name or password is incorrect. Your account will be locked after 4 invalid attempts. Please try again.'

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After 4 attempts you will receive the following message:

Your account has been locked due to too many invalid password attempts. Please select the reset password button to answer security questions and unlock your account. If you are a Master User that is unable to use the reset password service, please contact the Provider Assistance Center at 1-800-842-8440. If you are a Drug Manufacturer, please email CTDrugRebate@gainwelltechnologies.com. If you are a Clerk, please contact the Master User for your organization.

Master Users are able to UNLOCK clerk IDs through the portal.

If the master user/local administrator or clerk does not use their ID and password for 90 days, their user account is disabled. The local administrator and/or clerk should follow the self-service instructions on the Secure Web site log in page to reactivate their account. The provider or trading partner's master user/local administrator should only contact the Provider Assistance Center for help at 1-800-842-8440 if panel messages indicate that an account is in a locked/disabled where there is no longer any self-service functionality available. If the local administrator is a labeler/drug manufacturer, an email should be sent to ctdrugrebate@gainwelltechnologies.com.

IMPORTANT: If a clerk is not able to use the self-service functionality, they should contact the master user/local administrator of their organization to reset their password.

REMEMBER: User IDs and passwords must always be safeguarded and **should never be shared.**

Additional instructions on Web Portal set up as well as ongoing account maintenance can be found on the www.ctdssmap.com Web site, under **Information > Publications > Chapter 10 Web Portal/AVRS > Web Security Administration.**

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. If you are a Drug Manufacturer, please email ctdrugrebate@gainwelltechnologies.com.

