

# interChange Provider Important Message

## Attention: Pharmacy Providers

### Reminder of Re-enrollment Periods for Pharmacy Providers

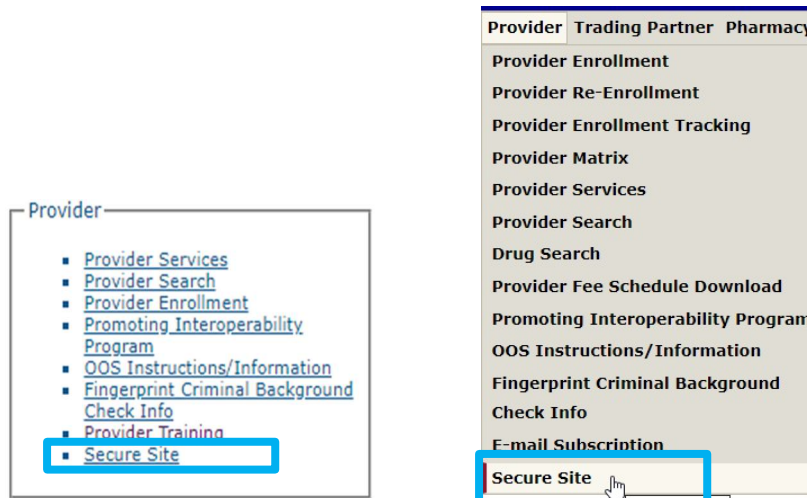
Gainwell Technologies would like to remind pharmacy providers of the necessity to complete re-enrollment applications in a timely manner. Each application, once submitted by the pharmacy provider, must be processed by Gainwell Technologies and the Department of Social Services' (DSS) Quality Assurance Unit. The application must be submitted to allow adequate time for these processes to occur, which typically takes several weeks to complete.

The enrollment period for pharmacy providers is 24 months. Re-enrollment notices are systematically generated six (6) months prior to a pharmacy's re-enrollment due date.

Another re-enrollment reminder letter is generated three (3) months prior to the pharmacy's re-enrollment due date if the pharmacy provider has not re-enrolled or their re-enrollment application has not yet been finalized.

If the re-enrollment process is still not completed on the pharmacy's re-enrollment due date, the pharmacy provider will receive a Provider Enrollment/Re-enrollment Rejection Notice.

A provider's re-enrollment due date can be viewed by accessing the Connecticut Medical Assistance Program Secure Web site at [www.ctdssmap.com](http://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.



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**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.

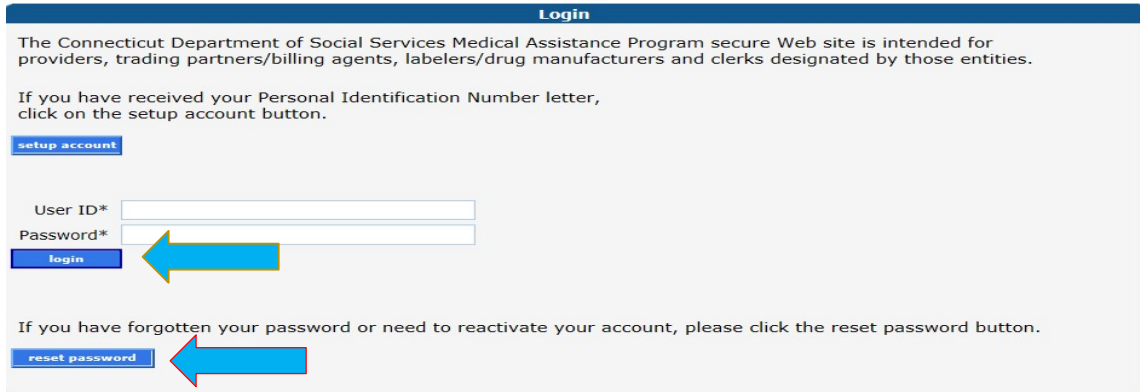
[setup account](#)

User ID\*   
Password\*

[login](#)

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

[reset password](#)



If the pharmacy provider previously set up their account but does not remember their password or their account has been deactivated due to inactivity, the provider would need to reset their password. To reset their password, the pharmacy 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 pharmacy 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 pharmacy provider would click on “Setup Account.”

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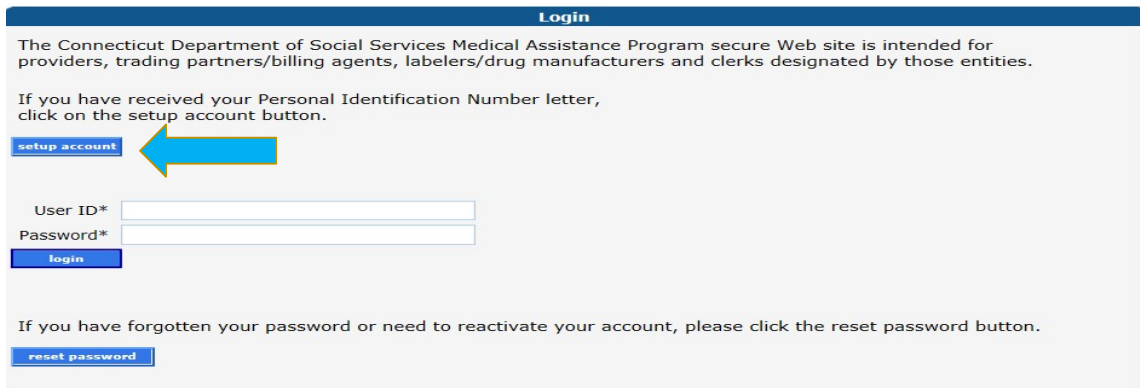
[setup account](#)

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[reset password](#)

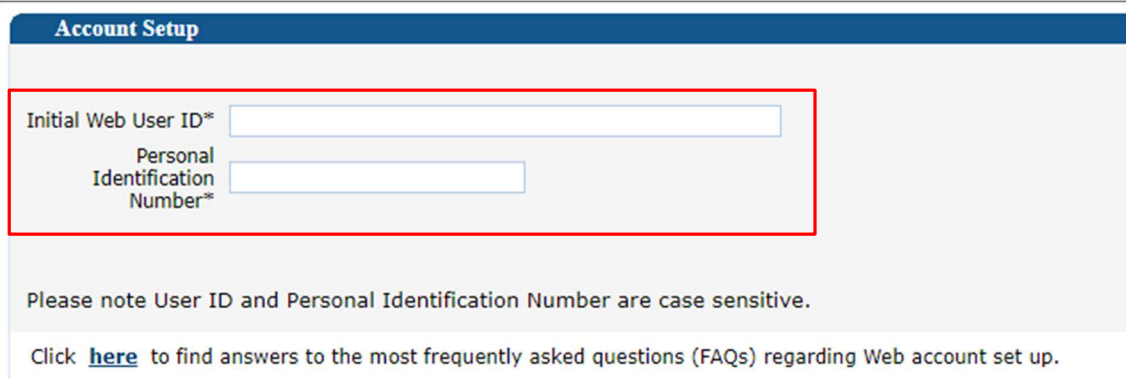


Pharmacy providers would have received their logon IDs via their enrollment confirmation letter. A Web and AVRS PIN letter would have arrived under a separate cover letter.

If the pharmacy 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 pharmacy provider via your provider enrollment address.

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To set up your account, the pharmacy 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.

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. \*\*\***



Required fields are indicated with an asterisk (\*).

User ID\* JOHN\_DOE

Contact Last Name\* Doe

Contact First Name\* Jonathan

Phone Number\* (800)555-5555 5555

1st Secret Question\* Mothers maiden name

1st Answer\* Smith

2nd Secret Question\* Name of first pet

2nd Answer\* Buster

Password\* \*\*\*\*\*

Confirm Password\* \*\*\*\*\*

EMail\* john\_doe\_dds@doe.com

Confirm EMail\* john\_doe\_dds@doe.com

I Agree

Once the pharmacy 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.

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Connecticut Department of Social Services  
Making a Difference

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

Welcome, P008023164  
Provider ID: 2021030335 NPI  
Provider AVRS ID: 008023164  
Reenrollment Due Date: 03/18/2023  
Zip Code: 06456 - 4564

Your R.A.s., or 835 transactions, are being sent to:  
Your download page in the Trade Files menu option.

Global Messages  
\*\*\* No rows found \*\*\*

Secure Mailbox  
\*\*\* No rows found \*\*\*

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

Help Site: MO  
Current User: P008023164  
Logout  
Thursday, January 12, 2023 at 2:53:10 PM

## Electronic Delivery of Letters

The Electronic Delivery of Letters initiative replaced the mailing of many paper letters that providers previously received from the Connecticut Medical Assistance Program (CMAP) through the United States Postal Service (USPS), including provider re-enrollment letters, which are currently available via eDelivery.

Pharmacy providers may refer to provider bulletin [PB19-15](#) for information on how to access eDelivered letters, retention period information for these letters, procedures on how to update clerk roles, procedures for accessing locked or disabled Secure Web portal accounts and instructions for providers who do not currently have a Secure Web portal account but would like to take advantage of the Electronic Delivery of Letters functionality.

***Providers are reminded to regularly check their spam folder if they are not receiving email notifications alerting them that a letter has been posted to their Secure Web portal account.***

To prevent being disenrolled, pharmacy providers must retrieve their Re-Enrollment Reminder letter on their secure Web account via Trade Files. This letter contains the Application Tracking Number (ATN) that will grant the pharmacy access to prior enrollment data when re-enrolling on the [www.ctdssmap.com](http://www.ctdssmap.com) Web site. From this Web page, pharmacy providers should go to "Provider", then to "Provider Re-enrollment" to begin the re-enrollment process.

# interChange Provider Important Message



Home Information **Provider** Trading Partner Pharmacy Information Hospital Modernization Electronic Visit Verification  
home provider enrollment **provider re-enrollment** provider enrollment tracking provider matrix provider services provider search drug search provider fee schedule download  
promoting interoperability program oos instructions/information fingerprint criminal background check info e-mail subscription secure site

Log In to Your Re-Enrollment Application

**Log In to Your Re-Enrollment Application** ?

- Please enter your Application Tracking Number (ATN) found on your re-enrollment notification letter or contact the Provider Assistance Center at 1-800-842-8440 for assistance in obtaining your ATN.

Required fields are indicated with an asterisk (\*)

ATN\*

NPI/Non medical provider identifier (AVRS ID)\*

[Next](#) [Exit](#)

