

# interChange Provider Important Message

## Attention All Providers: Provider Re-enrollment Reminder

DXC is notifying providers with a re-enrollment due date in September, October, November and December, who have not yet submitted their re-enrollment application, that it is critical to re-enroll in the Connecticut Medical Assistance Program (CMAP) by their re-enrollment due date. Providers that do not submit their applications or any follow-on documents by their re-enrollment due date will be dis-enrolled resulting in claim denials.

### Accessing Your Re-enrollment Due Date

A provider's re-enrollment due date can be viewed by accessing the CMAP 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.

The image shows two screenshots of the CMAP Secure Web site. The first screenshot shows the "Provider" menu with "Secure Site" highlighted. The second screenshot shows the "Provider" menu with "Secure Site" highlighted. Below these are screenshots of the "Login" page, which includes a "setup account" button, a "login" button, and a "reset password" button. A blue arrow points to the "login" button, and another blue arrow points to the "reset password" button.

If you are a provider that previously set up your account, but you do not remember your password or your account has been deactivated due to inactivity, you would need to reset your password. To reset your password, the provider needs to click on the "Reset Password" button, enter your User ID and answer your security questions and the page will allow the user to reset the password.

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Once the provider has signed into the secure site, you can view your 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 \*\*\*

If you are an organization/clinic/group provider that wishes to track re-enrollment dates of your performing providers, you may log in to your secure Web portal account at [www.ctdssmap.com](http://www.ctdssmap.com) and navigate to the Demographic Maintenance > Maintain Organization Members page. The re-enrollment due date for your members/performing providers can be viewed on that page.

For additional information on accessing the provider's enrollment due date, please refer to provider bulletin 2020-11 "Accessing the Provider's Re-enrollment Due Date."

## To re-enroll:

Providers need to access the [www.ctdssmap.com](http://www.ctdssmap.com) Web site and select the link for Provider > Provider Re-Enrollment. Once on that page, enter the Application Tracking Number (ATN) provided on your original re-enrollment due notice or your re-enrollment reminder letter, along with your NPI or AVRS ID. Follow prompts to review existing data, which is pre-populated for you to review/update.

## To check status of an ATN:

Providers may view the status of their application on the [www.ctdssmap.com](http://www.ctdssmap.com) Web site by selecting Provider > Provider Enrollment Tracking and entering your Application Tracking Number (ATN) and Business or Last Name. For more information on what the status indicates, or a complete list of possible statuses,

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you may refer to Provider Manual Chapter 10. To access that chapter on the [www.ctdssmap.com](http://www.ctdssmap.com) Web site, select Information > Publications, and scroll down to select the link to Chapter 10.

For additional assistance, please contact the Provider Assistance Center @ 1-800-842-8440.

Providers who are submitting follow on documents to DXC Technology for current enrollment or re-enrollment ATNs may fax the documents to 1-877-899-5401 or email them to [ctproviderenrollment@dxc.com](mailto:ctproviderenrollment@dxc.com). Please be sure to include your ATN on each document page.

