interChange Provider Important Message

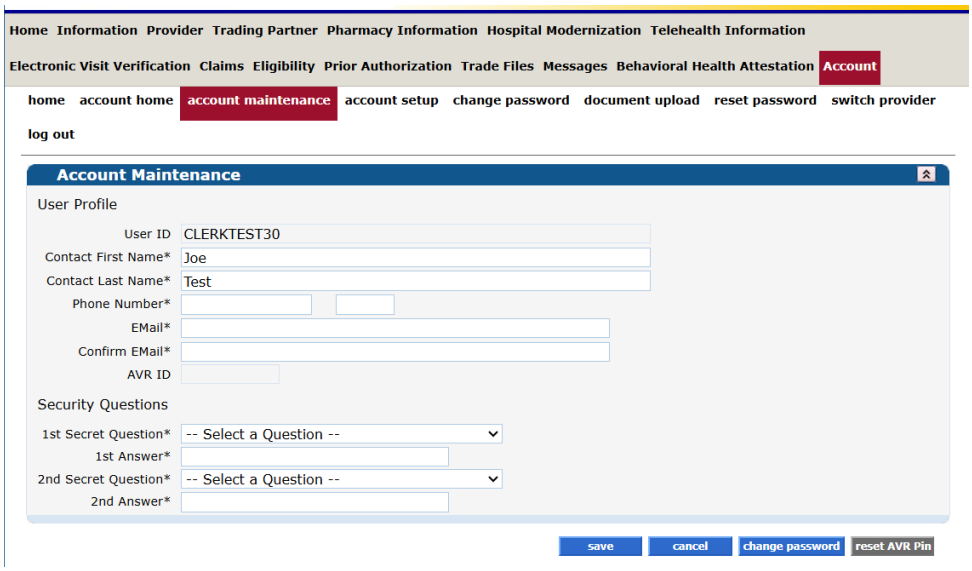
Attention: All Providers, Trading Partners and Drug Labelers

Recent Security Update Reminder – Security Question Updates, Notifications and Multi-Factor Authentication Enrollment for Master Users and Clerks

1. Web Portal Security Question and Notification Changes effective May 13, 2026

The Connecticut Medical Assistance Program (CMAP) secure Web Portal will undergo a change in security question structure and change notification. When a user needs to reset a password, Master users/local administrators and clerks will be required to select two (2) security questions from a structured list of questions utilizing a drop-down menu and entering corresponding answers to these questions, this replaces free form questions effective May 13, 2026.

Master Users/local administrators and clerks also have the ability after May 13, 2026 to reset their own security questions and answers using the new structure by accessing Account Maintenance within their secure Web Portal. Go to Account and select Account Maintenance. Questions and answers may be modified using the drop-down structured questions.



Once a password, contact information or security questions are updated a user and/or their Master User will receive the following message:

> Dear [USER ID NAME]
>
> The security information associated with the Connecticut Medical Assistance Program's Secure Web portal account for user ID [USER ID NAME] has changed.

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If you did not initiate this change and you are a master user, please contact the Provider Assistance Center at 1-800-842-8440, Monday through Friday from 8:00 am to 5:00 pm. If you are a Drug Manufacturer, please email ctdrugrebate@gainwelltechnologies.com. If you are a clerk, please contact the Master User for your organization.

Thank you,

Connecticut Medical Assistance Program

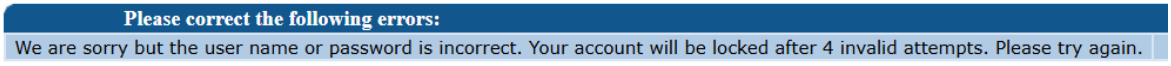
Security Reminders:

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**.** 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. Questions are selected from the drop-down menu. Answers should not contain any special characters, only upper- and lower-case alpha, 0-9 numeric characters, and blank spaces are permitted.

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.



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.

2. **Secure Web Portal Multi-Factor Authentication (MFA) Enrollment for Master Users and Clerks available June 2, 2026**

The Connecticut Medical Assistance Program's (CMAP) secure Web Portal will introduce **Multi-Factor Authentication (MFA)** to enhance security for Master Users and Clerks. MFA setup begins June 2, 2026, and is currently optional; a future compliance date requirement will be announced in the next few weeks.

On Tuesday, June 2, users will see an enrollment screen upon login. Users will have two options, using an Authenticator App (downloaded to a device of your choice) or Email Verification. Users may opt to enroll with one or both methods, and choose their preferred option each time they log in. Enrollment can be bypassed until a compliance date is announced by clicking on the Skip for Now button.

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Screen Example:

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Authenticator App

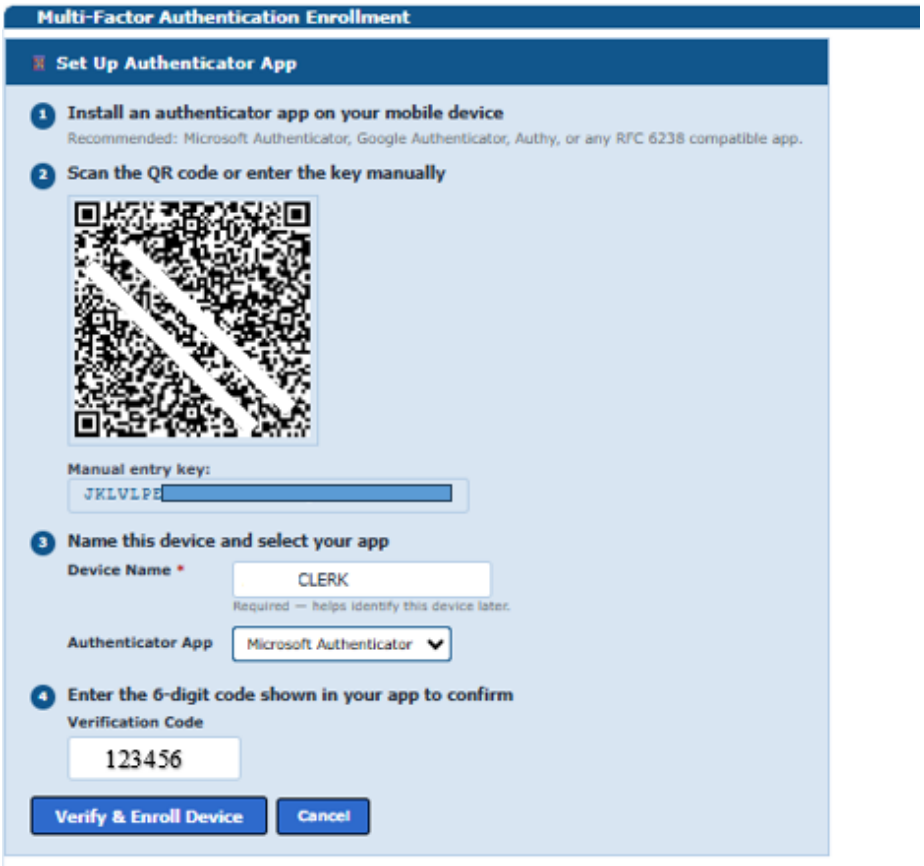
Users may set up MFA using an authenticator application downloaded to their mobile device for free from the Google Play store (Android) or the Apple App Store (iPhone/iPad).

Recommended applications include (this is the user's choice):

- Microsoft Authenticator
- Google Authenticator
- Authy Authenticator
- RFC 6238 compatible application

During Setup – after clicking Set Up button:

- A screen will display a **QR code** and a **manual entry key**
- Scan the QR code with your authenticator app
- Enter the generated **6-digit code**
- Select **Verify & Enroll** Device



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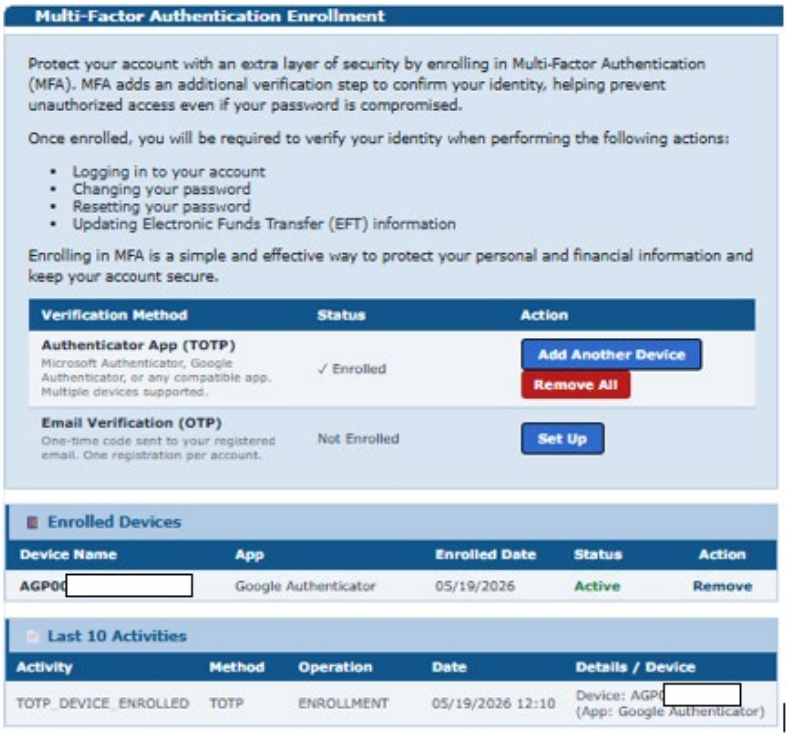
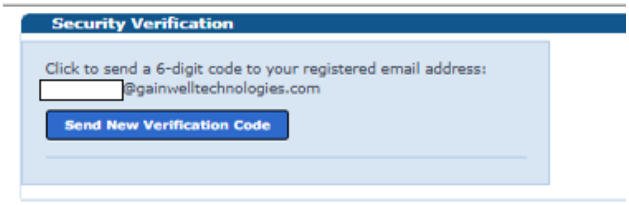
- Once Enrolled you will be able to **add** another device by clicking on the Add Another Device button or **remove** a device by clicking on the Remove All button.

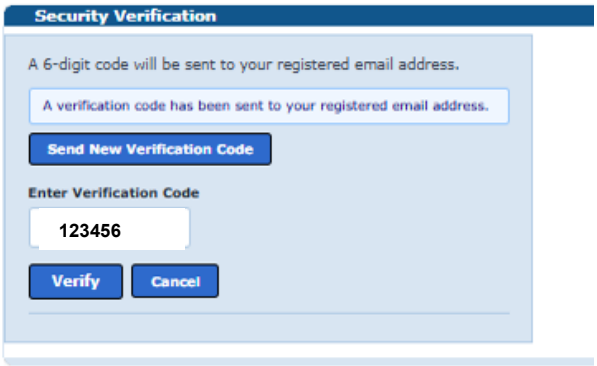


2. E-mail Verification

During Setup – after clicking Set Up button:

- A verification code will be sent to your registered e-mail address
- Enter the **6-digit code** received via e-mail
- Select **Verify & Enroll** to complete the process





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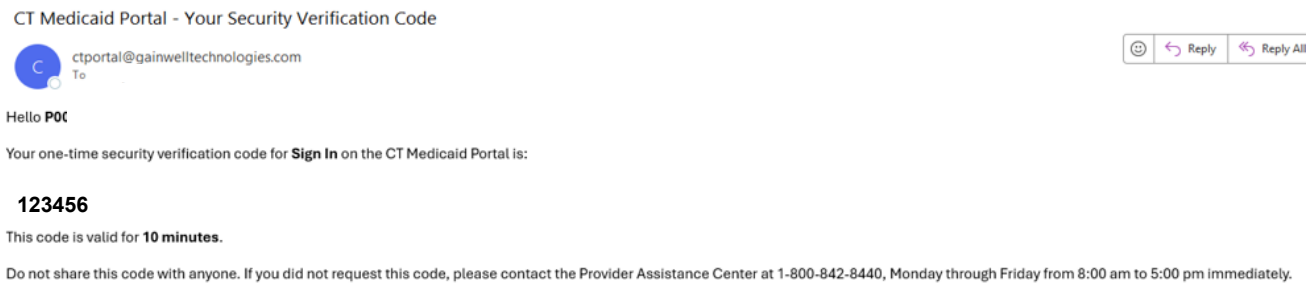
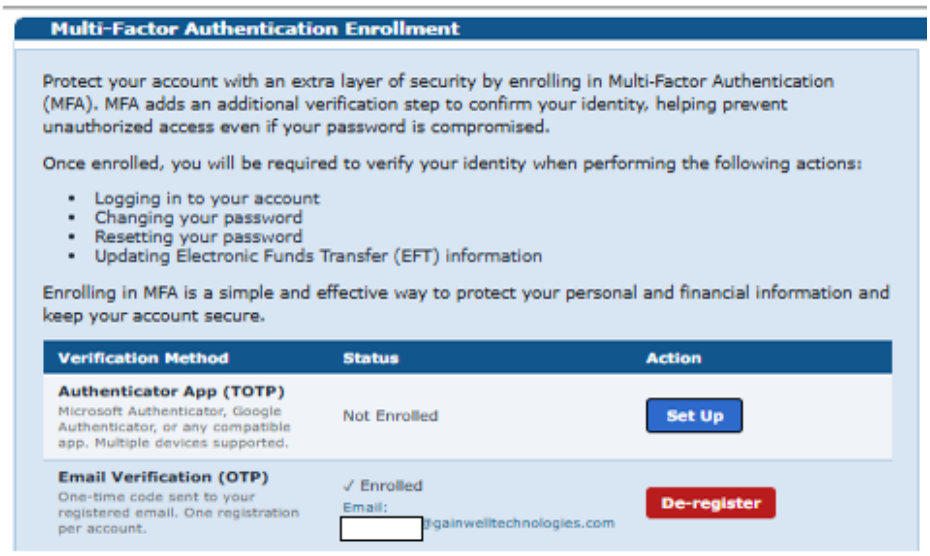
Example of email sent:



Note: The Email verification code is only valid for **10 minutes,** after that you will need to select **Send New Verification Code** again.



Once enrolled with MFA you will be required to use this authentication for the following actions:

- **Logging into the portal**
- **Changing/resetting passwords**
- **Updating electronic fund transfer (EFT) information**

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.

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