

# interChange Provider Important Message

## Attention: All Providers, Trading Partners and Drug Labelers

### 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.

The screenshot shows the 'Account Maintenance' page in a web portal. At the top, there is a navigation bar with links: Home, Information, Provider, Trading Partner, Pharmacy Information, Hospital Modernization, Telehealth Information, Electronic Visit Verification, Claims, Eligibility, Prior Authorization, Trade Files, Messages, Behavioral Health Attestation, and Account. Below this is a secondary navigation bar with links: home, account home, account maintenance (highlighted), account setup, change password, document upload, reset password, and switch provider. A 'log out' link is also present. The main content area is titled 'Account Maintenance' and contains a 'User Profile' section with fields for User ID (CLERKTEST30), Contact First Name\* (Joe), Contact Last Name\* (Test), Phone Number\* (split into two boxes), Email\*, Confirm Email\*, and AVR ID. Below this is a 'Security Questions' section with two sets of dropdown menus for '1st Secret Question\*' and '2nd Secret Question\*', each with a corresponding text input for the answer. At the bottom right, there are four buttons: 'save', 'cancel', 'change password', and 'reset AVR Pin'.

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.

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.

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If you are a Drug Manufacturer, please email [ctdrugrebate@gainwelltechnologies.com](mailto: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.

### 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.

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](mailto: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



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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](mailto: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](http://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](mailto:ctdrugrebate@gainwelltechnologies.com).