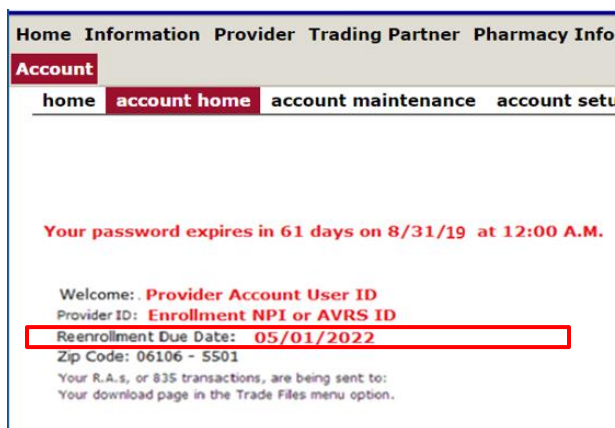




TO: All Providers

RE: Accessing the Provider’s Re-enrollment Due Date

The provider’s re-enrollment due date can be viewed by accessing the Connecticut Medical Assistance Program (CMAP) Secure Web site at 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. Once you have signed into the secure site, the provider can view their re-enrollment due date from the Account Home page.



Web Account Set Up

If the provider has never set up their secure Web portal account, they would need to set up their account. To set up their account, the provider would click on “Setup Account” from the Login page.

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

If the provider never signed into the Web account previously and does not have their enrollment confirmation letter, they need to

contact the Provider Assistance Center (PAC) at 1-800-842-8440 to request the Web/AVRS PIN letter be resent to the provider via their provider enrollment address.

To set up their account, the provider will need to enter the Initial Web User ID and Web PIN in the appropriate fields and click “Setup Account.” This will allow the provider to create a unique user ID and password.

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. ***

Resetting Password

If the provider has previously set up their account but doesn’t 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 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.

Organization Members Re-Enrollment Due Dates

The primary account holder of an Organization/Group can view the re-enrollment due dates of their members by accessing the Demographic Maintenance page from either the account submenu or the account drop-down

menu. Once on the demographic maintenance, page select “Maintain Organization Members.”

Location Name Address > EFT Account > Service Language : **Maintain Organization Members**

<input type="radio"/> All	<input checked="" type="radio"/> Current	<input type="radio"/> Historical	Organization Member ID	<input type="text"/>	Member Business/Last Name	<input type="text"/>
Organization Member ID	ID Type	Organization Member Name	Effective Date	End Date	Reenrollment Due Date	
	NPI		07/08/2008	12/31/229	03/24/2020	
	NPI		10/01/2018	12/31/229	07/01/2020	
	NPI		04/18/2007	12/31/229	01/31/2020	
	NPI		11/30/2006	12/31/229	07/24/2022	
	NPI		10/26/2018	12/31/229	10/01/2023	
	NPI		11/16/2005	12/31/229	11/01/2020	

Re-enrollment

Providers will receive a letter notifying them when they are due to re-enroll with their Application Tracking Number (ATN) and it is critical that it the provider re-enrolls ASAP to avoid dis-enrollment from CMAP.

Additional Resources:

Providers may refer to Chapter 10 – Web/Portal AVRS of the Provider Manual for step-by-step instructions on Web portal enrollment, instructions on associating performing providers to an organization and information about the demographic maintenance page.

Questions:

If further assistance is required with accessing re-enrollment due date on the Web site or setting up an account, please contact the Provider Assistance Center at: 1-800-842-8440, select option 2 for claim and enrollment assistance and then option 2 again for provider enrollment.



Questions? Need assistance? Call the Provider Assistance Center Mon–Fri 8:00 am – 5:00 pm
 Toll free 1-800-842-8440 or write to DXC Technology, PO Box 2991, Hartford, CT 06104
 Program information is available at www.ctdssmap.com