

### **Attention All Providers and Submitters:**

**Effective May 22nd, 2025**, you must log in to NJMMIS.com **every 90 days** to ensure your account remains active. New accounts, including newly enrolled providers, submitters, and sub-accounts created by administrators, will be disabled after 30 days if an initial login has not been made. Once successfully logged in, all accounts will adhere to the above 90-day activity check to ensure continued account activity.

If your account has been disabled, you will receive the message: "**Please enter a valid username and password.**" You may enable your account again by going to the "Reset Password" page and following the password reset steps.

If you are unable to complete the password reset process:

**Subaccounts** should contact their Primary account administrator to re-enable the account.

**Primary Accounts** should contact NJMMIS Provider Services via [NJMMISNJWebAdmin@gainwelltechnologies.com](mailto:NJMMISNJWebAdmin@gainwelltechnologies.com) or call Provider Services at 800-776-6334.

### **Important Password Security Information for Providers:**

HIPAA laws require password security. In order to comply with HIPAA rules, we have enhanced our security for passwords. Website users are now required to change secure passwords every 90 days. The password must be a strong password with at least 15 characters, contain a number and a special character.

Password changes to the **Primary Account/Administrator Logon ID** are mailed to the provider via certified mail. Notify Gainwell Technologies of address changes as soon as possible by completing and signing the Confirmation/Change Of Address Form. This form can be mailed or faxed to Gainwell. Once the Confirmation/Change Of Address Form is received and the provider profile is updated, the current password will be mailed to the provider upon new request. The Confirmation/Change Of Address Form is located in the Forms & Documents link at the left of the NJMMIS website.

If multiple people are using the same username and password this is a HIPAA violation. When there are multiple staff members in the provider's office that have a need to access the secure area of the NJMMIS website, it is in your best interest to establish a sub-account for each staff person in the office that will be accessing the website. For instructions on creating a subaccount, please contact the Webmaster.

If you are the **Primary Account/Administrator** of your Provider Logon ID and you do not remember your password, click on "**reset password**", answer the challenge question and you will be prompted to change your password. If you do not remember your challenge question, then you will need to submit a "**forgot my password**" request on the website. When you receive the secure password letter and log in correctly, then you can click on "**Manage Challenge Question**" and you will be able to view or change the challenge question. If after you receive the password, and you are still not able to login you will need to submit a "**Contact Webmaster**" request.

If you are the Sub-Account/User and you do not remember your password, click on "**reset password**", answer the challenge question and you will be prompted to change your password. If you do not remember your challenge question or your account is locked, please contact the **Primary Account/Administrator** at your place of business.