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Medicaid Alert

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TO: All Providers – **For Action**
Managed Care Organizations – **For Information Only**

SUBJECT: NJMMIS Login Credentials

EFFECTIVE: Immediately

BACKGROUND: The Health Insurance Portability and Accountability Act (HIPAA) requires that procedures put in place to exchange password information minimize any potential risks for fraud, waste and abuse of Medicaid/NJ FamilyCare (NJFC) services. This is a concern when providers or submitters take steps to maintain their New Jersey Medicaid Management Information System (NJMMIS) login credentials.

This Alert announces changes to procedures to be used by DXC Technology, the State's Fiscal Agent, to exchange login credentials with Medicaid/NJFC providers or submitters.

ACTION: Effective Immediately, the following new procedures shall apply when providers or submitters request login credentials from DXC Technology.

- The "**Provider/Submitter Forgot Password Letter**" mailed by DXC Technology shall only report a provider's/submitter's new password. A provider's/submitter's username will no longer be reported along with the password in these letters.
- The "**Provider/Submitter Forgot Password Letter**" shall only be valid for a period of thirty (30) calendar days. After this period expires, a provider or submitter must re-apply to request a new password.
- The "**New Provider Registration Letter**" shall be sent by certified mail separately from letters announcing a provider's user ID and password.
- The "**New Submitter Registration Letter**" shall be sent by certified mail separately from letters announcing a submitter's user ID and password.
- Requests for a new user ID and password by a terminated or cancelled provider/submitter shall be declined by DXC Technology.
- Users will be prompted to enter a new email address when no email address is on file with DXC Technology before being allowed to access NJMMIS.

If you have any questions concerning this Medicaid Alert, please contact DXC Technology Provider Services at 1-800-776-6334.

RETAIN THIS ALERT FOR FUTURE REFERENCE