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Medicaid Alert

MA-2025-02

October 2025

*****This Alert provides an updated effective date and replaces the previous version of MA-2025-02 posted 10/09/25*****

TO: All Providers, Managed Care Organizations (MCOs) – **For Action**

SUBJECT: **New NJ Medicaid Management Information System (NJMMIS) Portal Password Requirements**

EFFECTIVE: **November 13, 2025**

PURPOSE: To enhance password requirements to verify the identity of all users, including providers and submitters, accessing the NJMMIS.com Portal.

BACKGROUND: The NJMMIS.com Portal has public and secure options which allow functionalities such as claims submission (Direct Data Entry), claim adjustments, voiding claims, Claims Correction Forms (CCFs), Member Eligibility Verifications (eMEVS), provider management, and submitting Patient Responsibility (PR1) forms. The Portal also gives access to provider resources and information pertaining to claim error codes, procedure codes, various forms and documents, Newsletters, etc.

To access NJMMIS.com secure options, providers and users must login with their login credentials - username and password. To login to the NJMMIS.com secure applications, the NJMMIS.com Portal currently only requires a minimum nine (9) character password, which does not conform to Gainwell Technologies' Security Standards requiring a minimum fifteen (15) character password.

ACTION: On or after November 13, 2025, all NJMMIS.com users upon the expiration of their current 90-day password or when conducting a Password Reset, will be required to update their existing NJMMIS.com Portal password with a new 15-character password.

Coming Soon: Providers will be notified soon regarding Multi-Factor Authentication (MFA), as an additional security measure for providers to login to NJMMIS.com.

Note: Sharing individual User ID and Password is a HIPAA violation

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

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