



*Published by the  
N.J. Dept. of Human Services,  
Div. of Medical Assistance &  
Health Services*

# Medicaid Alert

MA-2026-02

April 2026

## \*\*\*\*\*ANNOUNCEMENT\*\*\*\*\*

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

**SUBJECT:** **Collection of NJMMIS.com User Information to Support Multi-Factor Authentication (MFA)**

**EFFECTIVE:** Immediately

**PURPOSE:** To request NJMMIS.com users to confirm/update user contact information and to request that Primary System Administrators manage their subaccounts.

**BACKGROUND:** Currently, the NJMMIS.com authentication process uses single-factor authentication only. In order to improve NJMMIS.com security, two-factor authentication will be required by late 2026. In preparation for MFA deployment, user contact emails and phone numbers must be collected and validated by Gainwell Technologies for uniqueness. Until deployment and until this information is validated, users will be reminded of the need to provide this information every time they log into NJMMIS.com. Once MFA is deployed, users who have not provided this information will be unable to log into NJMMIS.com.

**ACTION:** NJMMIS.com users will soon see the screen below. Each individual user will be required to populate unique contact information. Users are encouraged to report **both** a phone number and an email address, although only one is required.

### Requirements:

- An email/phone number must be unique and not used by another confirmed account.
- An email must be in a valid format (i.e. "@email.com").
- A phone number must be in a valid 10-digit phone number format.

You have 13 days left to enter your information!

**Please Confirm/Update Your Information:**

Beginning 2026, NJMMIS.com will require Multi-Factor Authentication (MFA) to login. Please Confirm Your Unique Phone number and Unique email address to ensure your information is up to date.

Firstname	<input type="text" value="John"/>
Lastname	<input type="text" value="Doe"/>
Cell Phone Number	<input type="text" value="555-555-5555"/>
<small>Phone number is already on file with another userid. Please enter a unique phone number!</small>	
Email Address	<input type="text" value="JDoe@BestProvider.com"/>
<small>Email address is already on file with another userid. Please enter a unique email address!</small>	

**Reminder: Primary Account Administrators** must ensure each user has a separate sub-account - shared logins are not HIPAA compliant. Primary Account Administrators can create and manage sub-accounts by populating “**Manage Sub Accounts**”. To learn more about sub-accounts, go to Page two (2) of “**NJMMIS.com Portal Access & Password Requirements – FAQ**” which can be accessed by clicking on **Click here for instructions and support**, found in the **New:** section, under “**Announcements**” at [www.njmmis.com](http://www.njmmis.com).

**Information and requirements will be released in future Alerts specific to the use of automated scripting tools (BOTS) on NJMMIS.com.**

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

**RETAIN THIS ALERT FOR FUTURE REFERENCE**