



NJMMIS Primary Account Administrator Guide

Table of Contents

- 1. Important Notice Regarding Inactive Accounts..... 2
- 2. Searching for an existing Sub-Account 3
- 3. Download a list of all Sub-Accounts 4
- 4. Manage Sub-account Page Overview 5
- 5. Unlock/Enable a Sub-account 6
- 6. Activate/Deactivate a Sub-account..... 7
- 7. Self-Service Password Resets for Sub-Accounts..... 8
- 8. Creating a NEW Sub-account..... 10
- 9. First time logging in for Sub-accounts – Change Password..... 12
- 10. First time logging in for Sub-accounts – Set Security Question 13
- 11. Sub-Account Login Messages – Enter a valid username and password..... 14
- 12. Sub-Account Login Messages – MCO Acknowledgement Screen..... 15

NJMMIS Primary Account Administrator Guide

Important Notice Regarding Inactive Accounts

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.**" First try and re-enable your account again by going to the "Reset Password" page and following the password reset steps.

Sub-accounts should contact their Primary account administrator to re-enable the account.

Primary Accounts should contact the NJMMIS Webmaster to unlock the account and to reset the password.

NJMMIS Primary Account Administrator Guide

Searching for an existing Sub-Account

- Search by Username, First Name, or Last Name to quickly find a particular sub-account.
- To display *all* sub-accounts, press the search button without anything in the search fields.
- To access the options for a specific sub-account, click on their username.

[Home](#)
[Site Requirements](#)
[Help Index by Topic](#)
[State & Fed Web Sites](#)
Account Links
[HIPAA Submitter Login](#)
[Manage Challenge Question](#)
[Manage Sub Accounts](#)
[Log Off](#)
Communication
[Contact Provider Services](#)
[Contact Webmaster](#)
[Forgot My Password](#)
[Provider Directory](#)
[Provider Enrollment Application](#)
[Provider Registration](#)
Information
[Approved Vendor List](#)
[Billing Supplements / Training Packets](#)
[Recent Newsletters](#)
[Edit Codes](#)
[FAQ](#)
[Forms & Documents](#)
[Physician Administrator](#)

Attention MCO SUBMITTERS/PROVIDERS!
Click [here](#) for important information about managing MCO sub-accounts.

 Click here to add a new account.

User Name:

First Name:

Last Name:

Username	First Name	M	Last Name	Password Enabled	Account Activated
7 [REDACTED] #0000	George		Kind	Yes	Yes
7 [REDACTED] #0001	Colin		Rafferty	No	No
7 [REDACTED] #0002	Bobby		Kettlin	No	No
7 [REDACTED] #0003	Albert		Corson	No	No
7 [REDACTED] #0004	Betty	A	Bonnor	Yes	Yes
7 [REDACTED] #0005	Carly		Capri	No	No
7 [REDACTED] #0006	Jordan		Wright	Yes	Yes
7 [REDACTED] #0007	Patty		Peterson	Yes	Yes

[Download All Subaccounts Details](#)

NJMMIS Primary Account Administrator Guide

Download a list of all Sub-Accounts

- Primary Admins can click the “Download All Sub-Accounts Details” link to download a .CSV file of all sub-accounts under a primary account.

Attention MCO SUBMITTERS/PROVIDERS!
Click [here](#) for important information about managing MCO sub-accounts.

Click here to add a new account.

User Name:
First Name:
Last Name:
Search

Username	First Name	M	Last Name	Password Enabled	Account Activated
7 [REDACTED] #0000	George		Kind	Yes	Yes
7 [REDACTED] #0001	Colin		Rafferty	No	No
7 [REDACTED] #0002	Bobby		Kettlin	No	No
7 [REDACTED] #0003	Albert		Corson	No	No
7 [REDACTED] #0004	Betty	A	Bonnor	Yes	Yes
7 [REDACTED] #0005	Carly		Capri	No	No
7 [REDACTED] #0006	Jordan		Wright	Yes	Yes
7 [REDACTED] #0007	Patty		Peterson	Yes	Yes

[Download All Subaccounts Details](#)

Downloaded File:

	A	B	C	D	E	F	G	H
1	Username	First Name	M	Last Name	Password Enabled	Account Activated	LastAuthenticated	Comments
2	7 [REDACTED] #0000	George		Kind	Yes	Yes	10/7/2019 11:45	ID: S12345
3	7 [REDACTED] #0001	Colin		Rafferty	No	No	7/17/2015 11:20	ID: S23445
4	7 [REDACTED] #0002	Bobby		Kettlin	No	No	12/7/2018 9:52	
5	7 [REDACTED] #0003	Albert		Corson	No	No	4/26/2016 9:24	
6	7 [REDACTED] #0004	Betty	A	Bonnor	Yes	Yes	9/26/2019 14:11	
7	7 [REDACTED] #0005	Carly		Capri	No	No		
8	7 [REDACTED] #0006	Jordan		Wright	Yes	Yes		
9	7 [REDACTED] #0007	Patty		Peterson	Yes	Yes		

NJMMIS Primary Account Administrator Guide

Manage Sub-account Page Overview

New features for Providers and Submitters are added in the Manage Sub-account page.
(For MCOs, this page remains unchanged)

- Sub-account Activated/Deactivated option added.
- Last Authenticated Date information box added.
- Field options are changed from checkbox to option button with Yes/No settings.
- Applicable to all Primary Submitter and Provider's Account Administrator.

The screenshot shows the 'Manage Sub-account' form with the following fields and annotations:

- User Name:** [Redacted]
- Password:** [Masked with dots] ****** (Annotation: Administrators can enter a temporary password for any sub-account.)
- Password Enabled:** ☒ Yes ☐ No (Annotation: Sub-account will be locked (Disabled) after more than 3 failed login attempts and Password Enable option will show as "No". Administrator can unlock (Enabled) any sub-account by setting Password Enabled to "Yes".)
- Account Activated:** ☒ Yes ☐ No (Annotation: Administrator can Activate or Inactivate any sub-account by setting Yes/No.)
- Must Reset Password:** ☐ Yes ☒ No (Annotation: Administrator can make any sub-account change the temporary/current password to new strong password after successful login.)
- Last Authenticated Date:** 11/12/2019 (Annotation: Administrator can see when any sub-account last successfully logged in to NJMMIS.com.)
- First Name:** Karen
- Middle Initial:** [Empty]
- Last Name:** Test ****** (Annotation: Administrator can add comments which can be used for storing any unique subaccount ID or any history related with sub-account.)
- Comments:** Adding new subaccount.

Buttons: Cancel, Submit

* Note that the password assigned is for one time use. The user must update the password upon the first use of the account. Password must be 9 characters min and atleast: have one uppercase, one lowercase, one number & one special character

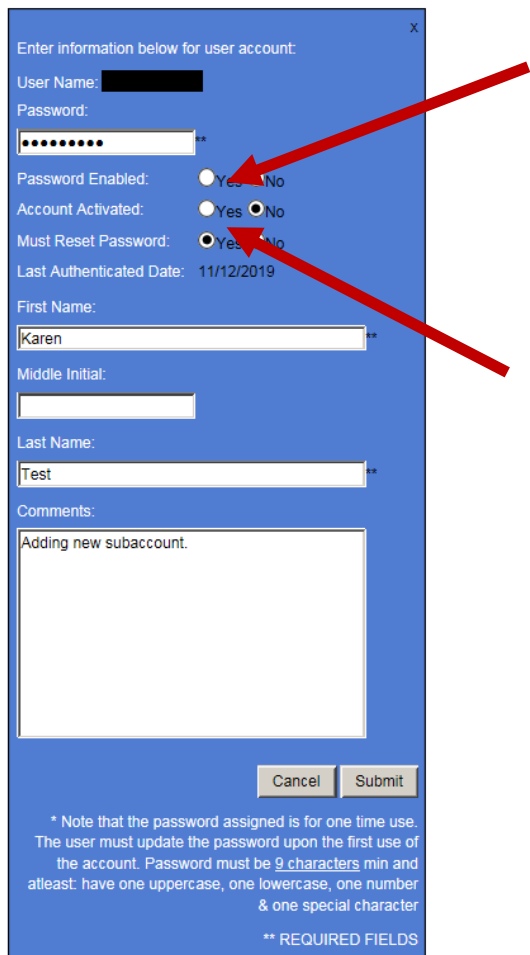
** REQUIRED FIELDS

NJMMIS Primary Account Administrator Guide

Unlock/Enable a Sub-account

- A sub-account will be locked/disabled after more than 3 failed login attempts.
- Any sub-account that has not logged in within 90 days will be automatically disabled.
- If the sub-account knows their security question/answer, they can reset their password and unlock their account, unless it has been over 90 days since their last login.
- If it has been over 90 days since the last successful login, only the Primary Account Admin can reactivate the sub-account.
- The Primary Account Admin can also reactivate any sub-account that was manually deactivated or automatically disabled due to inactivity.
- If the sub-account does not know their security question/answer or their password, the Primary Account Admin can set a new password and unlock the account using the Manage Sub-Account page.

Set the “Account Activated” and “Password Enabled” button to “Yes” to enable/unlock the Sub-account if they are having trouble logging in. Press Submit to save your changes.



Enter information below for user account:

User Name: [REDACTED]

Password: [REDACTED]**

Password Enabled: ☒ Yes ☐ No

Account Activated: ☒ Yes ☐ No

Must Reset Password: ☒ Yes ☐ No

Last Authenticated Date: 11/12/2019

First Name: [Karen]**

Middle Initial: [REDACTED]

Last Name: [Test]**

Comments: [Adding new subaccount.]

[Cancel] [Submit]

* Note that the password assigned is for one time use. The user must update the password upon the first use of the account. Password must be 9 characters min and atleast: have one uppercase, one lowercase, one number & one special character

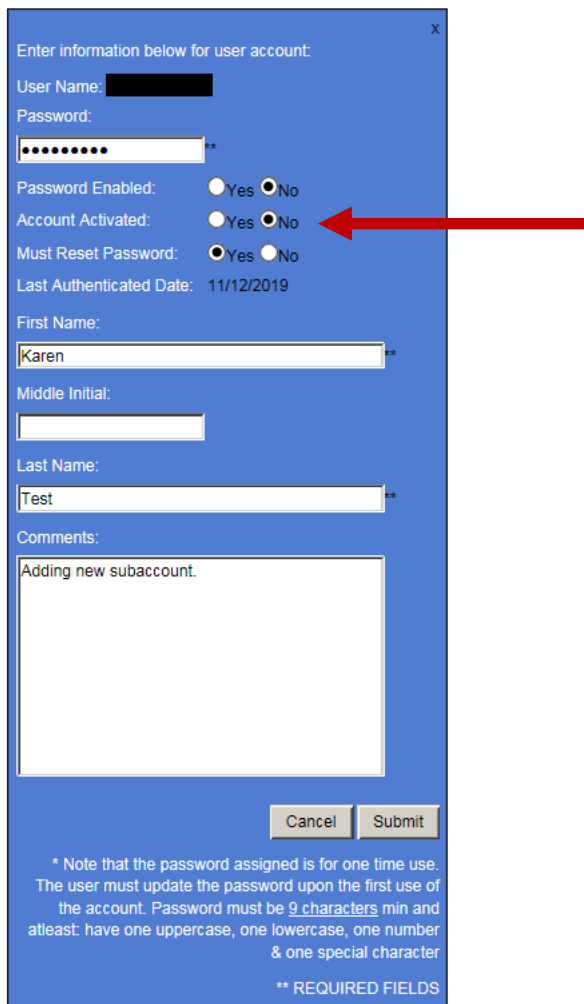
** REQUIRED FIELDS

NJMMIS Primary Account Administrator Guide

Activate/Deactivate a Sub-account

- The Primary Account Admin should always deactivate a sub-account if an employee leaves or if access is no longer needed.
- After any sub-account is deactivated, the sub-account will not be able to login to NJMMIS.com and the sub-account will not be able to reset password by themselves.

Set the “Account Activated” button to “no” to deactivate the Sub-account if an employee leaves or access is no longer needed.



Enter information below for user account: X

User Name:

Password:

Password Enabled: ☐ Yes ☒ No

Account Activated: ☐ Yes ☒ No

Must Reset Password: ☒ Yes ☐ No

Last Authenticated Date: 11/12/2019

First Name:

Middle Initial:

Last Name:

Comments:

* Note that the password assigned is for one time use.
The user must update the password upon the first use of the account. Password must be 9 characters min and atleast: have one uppercase, one lowercase, one number & one special character

** REQUIRED FIELDS

NJMMIS Primary Account Administrator Guide

Self-Service Password Resets for Sub-Accounts

- Any Sub-account must be active to use the reset password option
- If it has been longer than 90 days since the sub-account successfully logged in, the sub-account will not be able to use the “Reset Password” functionality. The primary account administrator must enable/unlock the sub-account first.
- If the sub-account doesn’t know their security question/answer, the sub-account cannot enable (unlock) the account using the reset password page.

Reset Password page for DISABLED Sub-accounts

Enter the sub-account username on the Reset Password page:

Reset Password

Enter your username in the textbox below then click the submit button.

The system will display a message to contact the Primary Account Administrator.

Reset Password

Your account has not been used in the last 90 days or more. You must contact your Primary Account Administrator to unlock your account and reset your password.

Reset Password page for ACTIVE Sub-accounts

Enter the sub-account username on the Reset Password page

Reset Password

Enter your username in the textbox below then click the submit button.

NJMMIS Primary Account Administrator Guide

Enter the answer to your security question on the Reset Password page:

Reset Password

To reset your password, please answer the security question below.

first pet's name

[Click here for a hint](#)

The NJMMIS portal will now prompt the sub-account to set a password:



[Home](#)
[Site Requirements](#)
[Help Index by Topic](#)
[State & Fed Web Sites](#)
[Information about New MMIS](#)
Account Links
[HIPAA Submitter Login](#)
[Reset Password](#)
[Login](#)
Communication
[Contact Provider Services](#)
[Contact Webmaster](#)
[Forgot My Password](#)
[Provider Directory](#)
[Provider Enrollment Application](#)
[Provider Registration](#)
Information
[Approved Vendor List](#)

Change Password

**You must update your password.
Please change your password now.**

To change your password, please enter your current and new passwords.
Please note: All first-time users are asked to change their password.

New passwords must be at least **15 characters** and contain all of the following:

- A number
- A special character
- A lowercase letter
- An uppercase letter

Enter your current password: Not Required

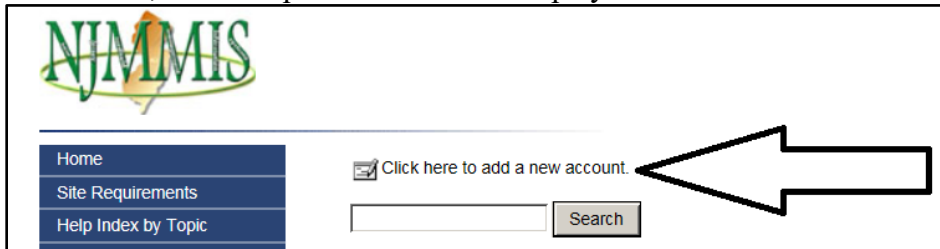
Enter your new password:

Confirm your new password:

NJMMIS Primary Account Administrator Guide

Creating a NEW Sub-account

- A Primary Account can create a new sub-account at any time.
- NJMMIS will automatically set the *Enabled*, *Activated* and *Must Reset Password* options to Yes, and the options will not be displayed.



Enter all required fields, including a one-time password for the sub-account.

- The sub-account will be required to change the password when they first login.
- They must login within 30 days of account creation, or the system will disable their account, and the primary account admin will need to set “Password Enabled” to yes.

Enter information below for user account:

User Name:

Password:

First Name:

Middle Initial:

Last Name:

Comments:

Cancel

Submit

* Note that the password assigned is for one time use. The user must update the password upon the first use of the account. Password must be 15 characters min and atleast: have one uppercase, one lowercase, one number & one special character

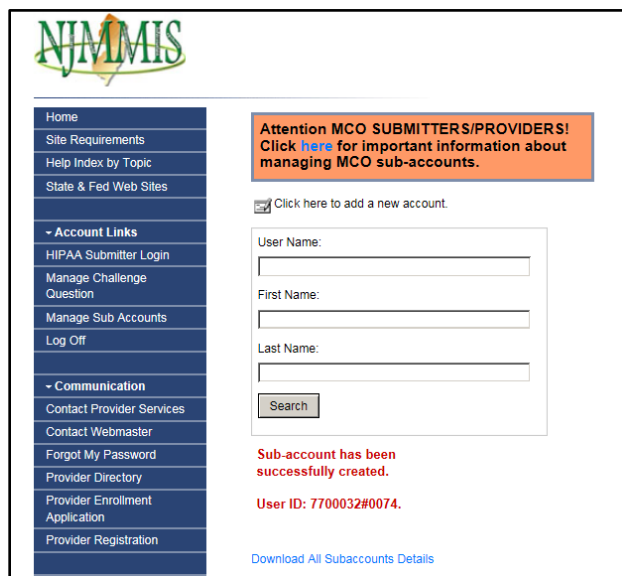
** REQUIRED FIELDS

The system will create the new sub-account and display the user ID.

Page 10 of 15

NJMMIS Primary Account Administrator Guide

Please securely provide the user ID and one-time password to the sub-account user so they may login.



The screenshot displays the NJMMIS Primary Account Administrator web application. On the left is a blue navigation menu with links such as Home, Site Requirements, Help Index by Topic, State & Fed Web Sites, Account Links (including HIPAA Submitter Login, Manage Challenge Question, Manage Sub Accounts, and Log Off), and Communication (including Contact Provider Services, Contact Webmaster, Forgot My Password, Provider Directory, Provider Enrollment Application, and Provider Registration). The main content area features an orange alert box at the top stating: "Attention MCO SUBMITTERS/PROVIDERS! Click [here](#) for important information about managing MCO sub-accounts." Below this is a link "Click here to add a new account." followed by a form with input fields for User Name, First Name, and Last Name, and a Search button. A red message below the form reads: "Sub-account has been successfully created. User ID: 7700032#0074." At the bottom of the main area is a blue link: "Download All Subaccounts Details".

NJMMIS Primary Account Administrator Guide

First time logging in for Sub-accounts – Change Password

The first time a sub-account logs into the NJMMIS portal, it will automatically direct the newly created sub-account to the Change Password Page.

- Users will be unable to proceed further on the site until their password has been changed.
- Users will return to the change password page if any other section of the site is accessed.

Change Password

**You must update your password.
Please change your password now.**

To change your password, please enter your current and new passwords.
Please note: All first-time users are asked to change their password.

New passwords must be at least **15 characters** and contain all of the following:

- A number
- A special character
- A lowercase letter
- An uppercase letter

Enter your current password:

Enter your new password:

Confirm your new password:

Submit Request Reset

One-Time Password Provided by
Primary Account Administrator

Sub-Account New Secure Password

Repeat New Secure Password

Message from webpage

You Must Change Your Password.
You will now be redirected to the "Change Password" page.

OK

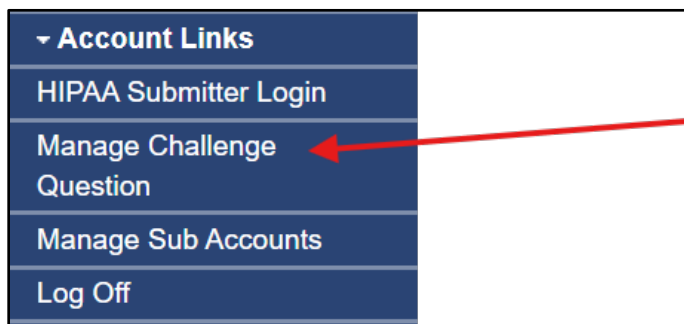
NJMMIS Primary Account Administrator Guide

First time logging in for Sub-accounts – Set Security Question

Additionally, the sub-account will be required to set up their Challenge Question/Answer.

- After a successful login, if the Challenge Question and Answer is not created, the user will be redirected to the “Challenge Question and Response” page.
 - Users will be unable to proceed further on the site until the Question and Response is set up
 - Users will be returned to the setup page if any other section of the site is accessed

Accounts may change their security question at any time after a successful login by accessing the “Manage Challenge Question” option from the menu.



NJMMIS Primary Account Administrator Guide

Sub-Account Login Messages – Enter a valid username and password

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A sub-account may encounter the message “**Please enter a valid username and password**” for any of the following reasons:

- Username or Password is incorrect
- Invalid/Failed password entry 3 or more times
- Account has been disabled or deactivated by primary account admin
- Account has not logged in within the past 90 days

Sub Accounts should always contact their Primary Account Administrator for login assistance.

Provider Login:	HIPAA Submitter Login:
Welcome to New Jersey Medicaid Attention PROVIDERS! Click here for important information regarding your web site access. Please enter a valid username and password. Please login below. UserName: 1234567001 Password: ***** Forgot your password, click here Need a username, click here Reset Submit	HIPAA Submitter Login Please enter a valid username and password. Username: 1234567001 Password: This web site is for use by registered submitters to upload and download HIPAA Medicaid claims. If you are not registered and would like to submit claims via this site, click here to download the HIPAA Companion Guide. The HIPAA Companion Guide will explain how to enroll as an electronic submitter. Reset Submit

Sub-Account Login Messages – MCO Acknowledgement Screen

Applies to MCO Primary & Sub-Accounts only:

After a successful login, a splash page that the user must acknowledge will appear.

Important Password Security Information

Effective May 22nd, 2025, accounts that are not used for a period of **90 days** will automatically be de-activated. Log in at least once every 90 days to ensure your account remains active! Re-activation requires contacting the Primary Account/Administrator at your place of business to have your account access restored.

You agree to protect all user login information and all data that you access, use, or store with appropriate physical, administrative and technical safeguards and in accordance with applicable law. If you are the Primary Account/Administrator, it is your responsibility to de-activate any subaccount immediately upon the subaccount holder a) no longer employed by your place of business; b) no longer requiring access to the secured area for which they had been granted access.

You agree to protect Gainwell's Technologies logon ID(s) and password(s) from compromise, release or discovery by any unauthorized person, and shall not disclose logon ID(s) and password(s) to any third party in any manner. A breach of this provision shall be considered material. In the event a breach occurs, Company must notify Gainwell Technologies immediately as set forth in the Guide. Company acknowledges and agrees that only Company personnel it designates shall be permitted to use the logon ID(s) and password and only within the scope of the approved application. Company's use of logon ID(s) and password(s) constitutes an Electronic Signature that confirms Company's willingness to remain bound by these terms and conditions and ratify any transaction conducted electronically by Gainwell Technologies. In the event logon ID(s) and/or password(s) are compromised, Health Plan shall be responsible for such ramifications resulting from Health Plan's failure to protect Gainwell Technologies logon ID(s) and password(s).

Click [here](#) To Continue.