



STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES

New Hampshire Medicaid Program

To: NH Medicaid Enrolled Providers
From: NH Division of Medicaid Services
Date: September 7, 2022
Subject: MMIS Password Reset Update

NH Medicaid is excited to announce that providers will soon be able to reset their MMIS account passwords on their own, through a simple identity verification process. In order to utilize this feature, providers will need establish a few security questions ([Security Question Instructions](#)). The MMIS will prompt you to do so upon login on or after 8/28/22. For providers who choose to set these security questions, the option to reset their MMIS password will be available starting 10/2/22. Providers will no longer need to contact the Provider Relations Call Center to reset their MMIS password.

Please note that in order to utilize the provider reset function, providers are required to associate an email address to the account. Please contact your organization administrator (Org Admin) to add an email address to your User ID. You can find instructions on how the Org Admin adds an email address to the User ID here: ([Adding Email Address Instructions](#))

If you need further assistance, please feel free to contact the NH Provider Relations Call Center @ 866-291-1674 Mon-Fri, 8:00 AM to 5:00 PM.

We appreciate your partnership in serving NH Medicaid Clients and your patience as we work to continue improving the NH MMIS Health Enterprise System.

Thank you,

NH Medicaid Provider Relations