

## PROVIDER ALERT

Alert#: **PA 2022-06**

Issued: **June 15, 2022**

To: **CT BHP Providers**

Subject: **CT BHP ProviderConnect Internet Browser Recommendation**

Dear Provider,

This Alert is being sent to all providers and ProviderConnect system users as notice that Microsoft will no longer be supporting Internet Explorer as of June 15<sup>th</sup>, 2022. Beacon is recommending Microsoft Edge as the direct replacement for Internet Explorer or the use of Chrome and Firefox when accessing Beacon's ProviderConnect application.

On the ProviderConnect homepage the following notification in bold will replace the original messaging on the ProviderConnect log in screen beginning Monday, June 20<sup>th</sup>:

***"It is recommended that you use Edge, Chrome or Firefox when using ProviderConnect. Other internet browsers may not be compatible and may result in formatting or other visible difference".***

*It is recommended that you use Edge, Chrome or Firefox when using ProviderConnect. Other internet browsers may not be compatible and may result in formatting or other visible difference.*

### Please Log In

Required fields are denoted by an asterisk ( = ) adjacent to the label.

Please log in by entering your User ID and password below.

\*User ID

If you do not remember your User ID, please contact our e-Support Help Line.

\*Password

[Forgot Your Password?](#)

Log In

The information and resources provided through the Beacon Health Options site are provided for informational purposes only. Behavioral health providers utilizing the Beacon Health Options site ("Providers") are not intended to substitute for the professional judgment of a behavioral health professional. Providers are solely responsible for their patients. No information or resource provided through the Beacon Health Options site is intended to substitute for the professional judgment of a behavioral health professional. Providers are solely responsible for their patients and ethical standards.

***It is recommended that you use Internet Explorer when using ProviderConnect. Other internet browsers may not be compatible and may result in formatting or other visible differences.***

**\*Please note if ProviderConnect is saved as bookmark with Internet Explorer you will need to update to a recommended browser (Edge, Chrome or Firefox)**

We thank you for your participation. If you have any questions, please feel free to contact the Provider Relations Department at 1-877-552-8247, options 1, 2, 7.

The Provider Relations Department  
Connecticut Behavioral Health Partnership