Connecticut Department of Social Services
Medical Assistance Program **Provider Bulletin 2018-34**
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TO: All Providers and Trading Partners

RE: Enhanced Secure Web Site Features for Password Resets, Locked Accounts, and Disabled Accounts

The Department of Social Services (DSS) is implementing additional self-service functionality for master users (both providers and trading partners) and their clerks to allow them to more easily reset their passwords, unlock their accounts when a user has exceeded their password attempts, and reactivate their accounts if they have not been used within the last ninety (90) days.

In order to implement this functionality, as of June 27, 2018, all existing Secure Web portal account users will be presented with increased site security panels the next time they log in to their Secure Web portal account. This is a one- time only process, but must be completed in order for master users and clerks to continue to access any functions on the Secure Web portal.

Please note that, if a clerk has multiple clerk IDs, this process will need to be completed for each ID. If a clerk only has one user ID that they use for multiple accounts (switch provider function), the clerk will only be required to complete this process one time.

The increased site security process consists of all users providing:

- Two (2) updated security questions and answers
- An updated email address

Attachment A includes the panels that the users will see to complete this one time increased site security process.

Account Maintenance

After the one time increased site security process has been completed, a master user or a clerk can update their questions/answers and email address at any time using the Account Maintenance page.

Self-service Functions

Secure Web portal account users will also be able to perform the following self-service functions:

1. Reset their password by responding to the updated questions and answers supplied through the one time process. Though master users and clerks currently have this capability, many clerks are not currently required to supply security questions and answers and therefore must contact their organization's master user to reset passwords. The new Secure Web site feature will require clerks to provide this information and, therefore, will be able to reset their own passwords.
2. Unlock their account in instances where their account has been locked due to entering an incorrect password more than six (6) times, by responding to their updated security questions and answers supplied through the one time process. Once the user's account is unlocked, they can then reset their password.
3. Reactivate their account in the instance where they have not accessed their account within the last ninety (90) days by responding to the updated security questions and answers supplied through the one time process. Once that has been done, the user will be prompted to change their password due to the sixty (60) day password expiration requirement.

Updated messages on the Secure Web portal will direct master users and clerks to use this self-service functionality. Master users should only contact the Provider Assistance Center for help if messages indicate that an account is in a locked/disabled status where there is no longer any self-service functionality available. Clerks must continue to contact the master user for their organization in these instances. If a clerk does not know who the master user is for their organization, they should contact the Provider Assistance Center.

Ongoing Clerk Maintenance

As a reminder to master users, it is the responsibility of the master user to review their clerks on an ongoing basis. If a clerk has left a provider's or trading partner's employment, the master user must delete that clerk's ID to prevent unintended access.

A master user is not allowed to reactivate a clerk that has previously been deleted. In these instances, the master user must create a new clerk ID for that user.

Trading Partner Information

Trading partners who use Provider Electronic Solutions Software (PES) or scripts to upload and download transactions will need to follow this one-time process. The trading partner will need to manually log in to their Trading Partner Web account and follow the prompts to update their security questions/answers and email address. Once this one-time process is completed, a manual login will not be necessary again until the 60 day period expires and the Web portal password needs to be changed.

Additional Resources

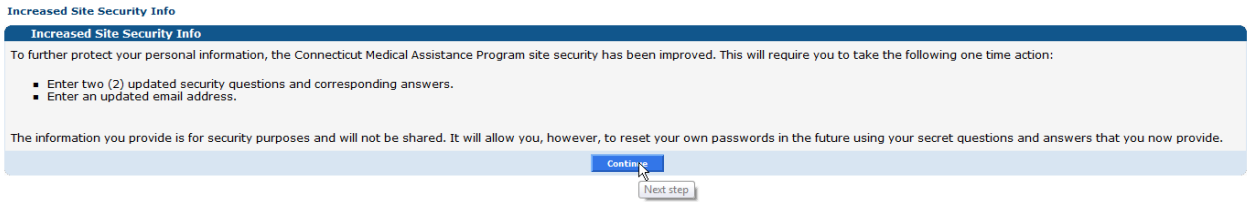
For more information on user account set up or creating and maintaining clerk accounts, providers can access the Chapter 10 - Web Portal/AVRS from the www.ctdssmap.com Web site under Information > Publications > Provider Manuals.

Providers with questions may contact the Provider Assistance Center at 1-800-842-8440, Monday through Friday, from 8:00 a.m. to 5:00 p.m. (except holidays).

Attachment A

Increased Site Security Process

The following shows the first panel that the master or user clerk will see after signing on to their Secure Web portal account. After reviewing the instructions, select Continue.



The following shows the next panel that the master user or clerk will see. All fields on this panel are required.

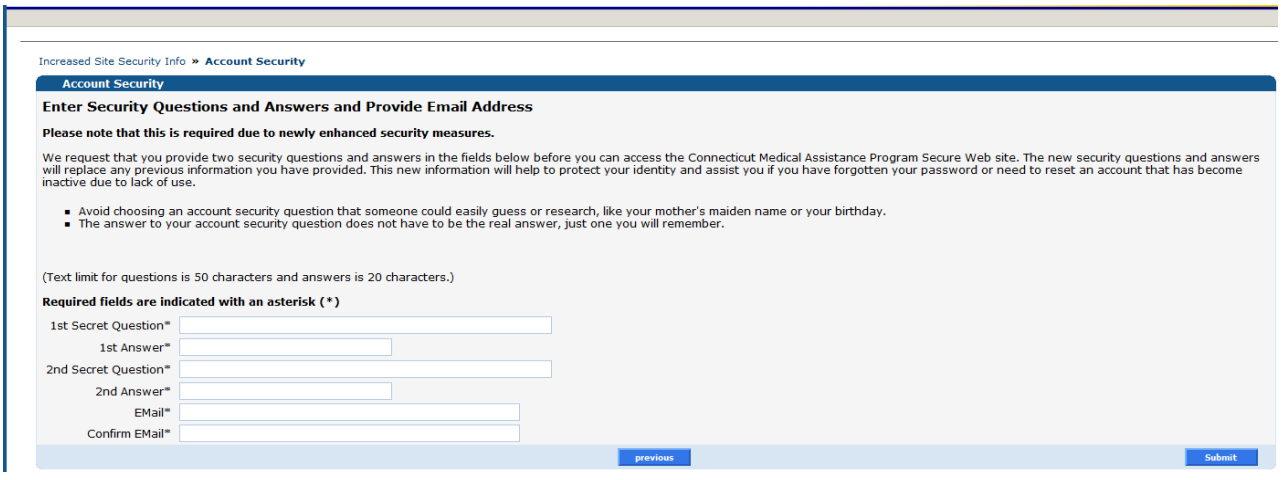
Please note for questions and answers:

- These questions and answers should not contain any special characters. Only upper and lower case alpha, 0-9 numeric characters, and blank spaces are permitted.
- A question mark (?) is permitted in the question fields.
- Please note that previously only one question was required, but now two questions will be required. Users have the option to re-enter their previous questions and answers or can enter new ones.

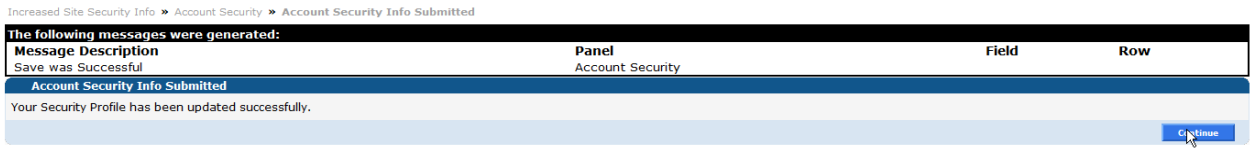
Please note for an email address:

- The format of the email address must be as follows: (format of <alpha numeric>@<alpha numeric>.<only chars>)
- The Email and Confirm Email fields must match.

Once the user has completed the fields shown below, select Submit. If any fields are in error or omitted, an error message(s) will appear at the top of the panel.



Once the user has successfully completed all fields and selected Submit, the following panel will be displayed:



Select Continue to be presented with the Secure Web portal Account Home page. You will then have completed the one time increased site security process and will not be presented with these panels again the next time you log in.