



## Provider News Flash

March 2015

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### Provider Portal Passwords

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#### **Purpose of this communication**

To inform providers that all Provider Portal passwords must be reset every 90 days and to provide guidance on selecting strong passwords.

#### **What do I need to do?**

Reset your Provider Portal password every 90 days. If not prompted to reset your password, you may need to select the “Forgot password link” to complete this.

When setting your password, create a strong password.

Remember the following tips for creating a strong password:

- DO NOT use your user name, real name, or company name
- DO use a password that is significantly different from the last ten prior passwords
- DO include both upper and lower case letters and substitute numbers or symbols for letters
- Use at least eight characters and use characters from three of the four below categories:
  - Uppercase letters (A-Z)
  - Lowercase letters (a-z)
  - Numbers (0-9)
  - Special characters (~!@#\$\$%^&)

**Thank you in advance for your cooperation and continued partnership.**

**Should you have any questions, please reach out to your Provider Operations contact.**