



2009 Internet Explorer v.6 Upgrade

To: Health Plan of Michigan Providers
From: Health Plan of Michigan
Bulletin: 09-0415
Date: April 22, 2009
Re: MCS Web Portal Enhancement and Upgrade

As we continue to be the leader in technology, Health Plan of Michigan has upgraded the MCS Web Portal to support Internet Explorer version 6. This upgrade will allow IE 6 users to submit and view authorization requests.

In addition, Health Plan of Michigan has upgraded the security of the MCS Web Portal. Users will be asked to select two security questions and provide answers to each. The security question enhancement is Health Plan of Michigan's way to validate each user's login id in the event of a lost password, or if a user logs in from a different workstation.

On April 22, 2009 these enhancements will take effect. At that time, each user will be asked to select two security questions upon logging in to the web portal. If there is no email address on file for a login id, the user will be asked to provide a valid email address. An email address is not required, but it is recommended.

As a reminder, the Health Plan of Michigan MCS Web Portal allows providers to access many services including:

- Online Authorization
- Member Preventive Healthcare Information (HEDIS)
- Up to date Eligibility for all Medicaid Members
- Provider HEDIS Bonus Potential
- Claims Statusing

If you have any questions regarding these updates please contact your Network Development Specialists or the HPM Provider Services Department at 1-888-773-2647.

Thank you for your cooperation!

Health Plan of Michigan

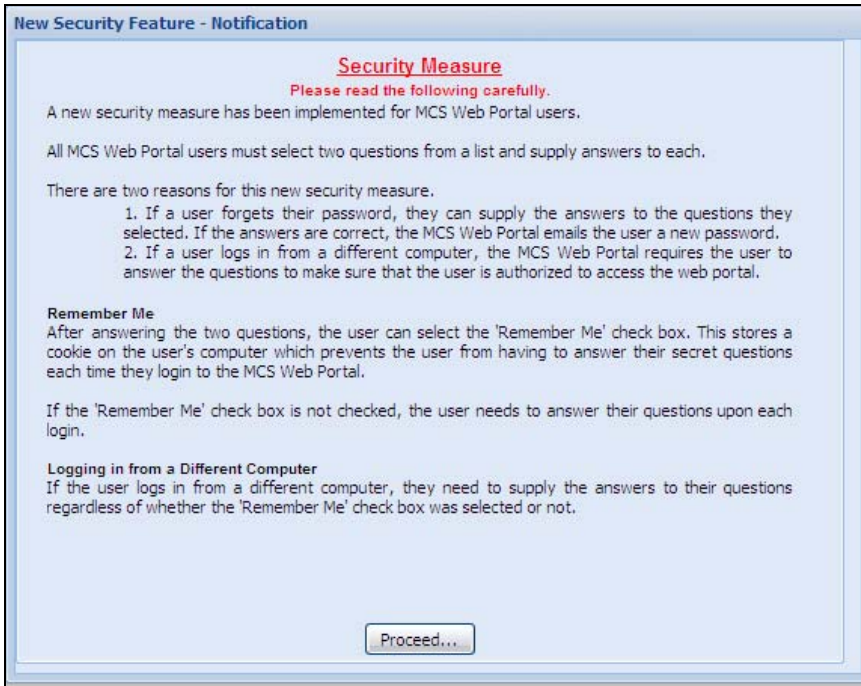
Existing Users of the MCS Web Portal

Security Notification and Questions

Effective April 22, 2009, when you log in to the MCS Web Portal, you will be asked to select two security questions and provide answers to each. The following images are examples of what you can expect.

Security Notification

When you first log in on April 22, the following security notification will appear after you click the **Login** button.



The screenshot shows a dialog box titled "New Security Feature - Notification". At the top, it says "Security Measure" in red, followed by "Please read the following carefully." in red. The text explains that a new security measure has been implemented for MCS Web Portal users, requiring them to select two questions from a list and supply answers to each. It lists two reasons: 1. If a user forgets their password, they can supply the answers to the questions they selected. If the answers are correct, the MCS Web Portal emails the user a new password. 2. If a user logs in from a different computer, the MCS Web Portal requires the user to answer the questions to make sure that the user is authorized to access the web portal. Below this, there is a "Remember Me" section explaining that after answering the two questions, the user can select the 'Remember Me' check box, which stores a cookie on the user's computer to prevent them from having to answer their secret questions each time they log in. It also states that if the 'Remember Me' check box is not checked, the user needs to answer their questions upon each login. Finally, there is a "Logging in from a Different Computer" section stating that if the user logs in from a different computer, they need to supply the answers to their questions regardless of whether the 'Remember Me' check box was selected or not. At the bottom of the dialog box is a "Proceed..." button.

Selecting Security Questions

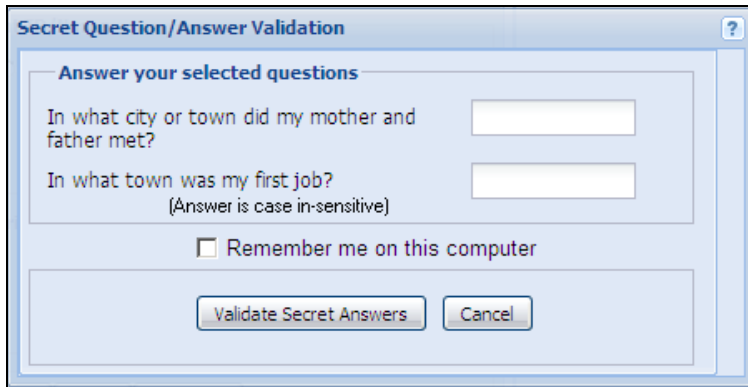
After you click **Proceed...** on the Security Measure page, you will be prompted to select two questions. After providing answers to the questions you select, click the **Remember me on this computer** check box and then click the **Save Secret Answers** button.

*If you had not previously entered an email address, you are prompted to do so at this time.



The screenshot shows a dialog box titled "Secret Question/Answer Setup". At the top, it says "Answer any two of the following questions". There is a "HELP" icon in the top left corner. The form contains two sets of question and answer fields. The first set is labeled "Question #1:" and "Answer #1:". The second set is labeled "Question #2:" and "Answer #2:". Below the second set of answer fields, it says "(Answer is case in-sensitive)". There is an "Email Address:" field below the answer fields. At the bottom of the dialog box, there is a checkbox labeled "Remember me on this computer". At the very bottom are two buttons: "Save Secret Answers" and "Cancel".

If the **Remember me on this computer** check box is not selected when you pick your questions, or if you log in from a different computer, you will be prompted to answer your questions each time you log in to the web portal.

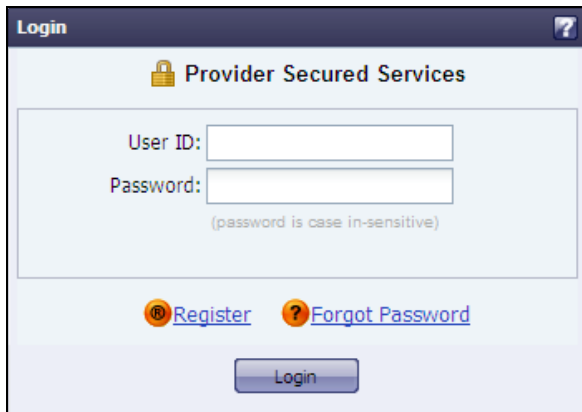


The screenshot shows a dialog box titled "Secret Question/Answer Validation" with a help icon in the top right corner. The main heading is "Answer your selected questions". There are two text input fields: the first is labeled "In what city or town did my mother and father met?" and the second is labeled "In what town was my first job?" with a note "(Answer is case in-sensitive)" below it. Below the input fields is a checkbox labeled "Remember me on this computer". At the bottom of the dialog are two buttons: "Validate Secret Answers" and "Cancel".

New Users of the MCS Web Portal

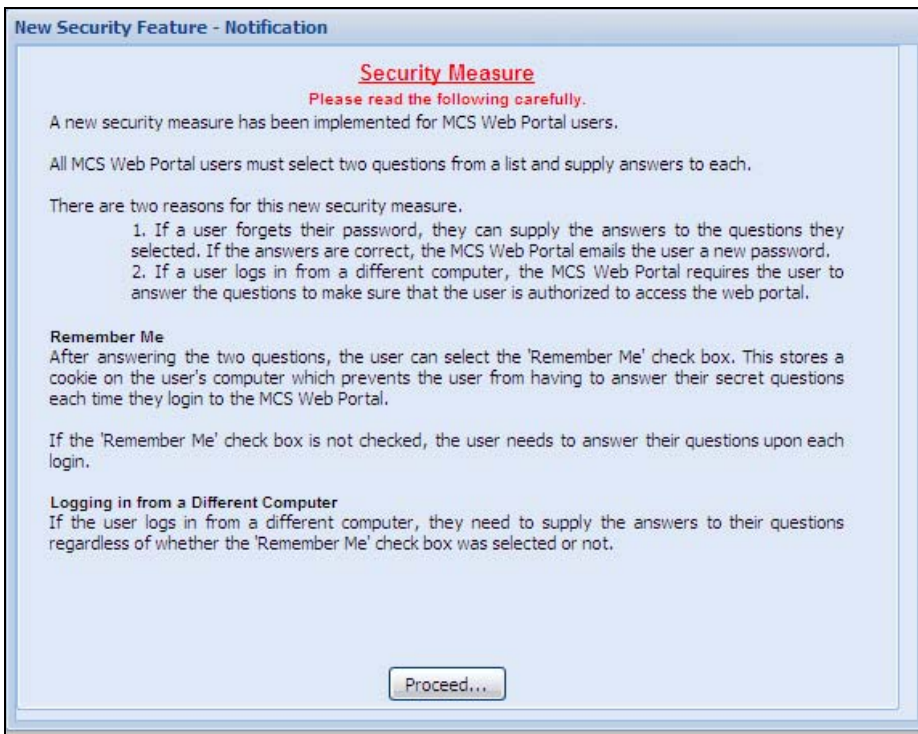
Logging in to the MCS Web Portal

To log in to the web portal, enter your user id and password, and then click the **Login** button.



The screenshot shows a "Login" page with a title bar and a help icon. The main heading is "Provider Secured Services" with a lock icon. There are two text input fields: "User ID:" and "Password:". Below the password field is a note "(password is case in-sensitive)". At the bottom of the page are two links: "Register" (with a user icon) and "Forgot Password" (with a question mark icon). A "Login" button is centered at the bottom.

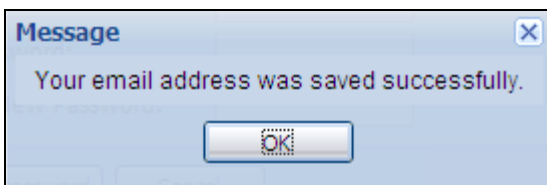
After you click the **Login** button, the Security Measure page appears. Click the **Proceed...** button.



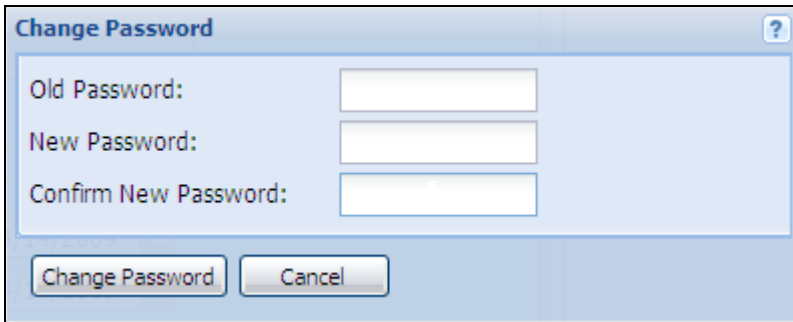
Next, select your security questions and provide answers to both. Then, click in the **Email Address** field and type your email address. When you finish, click the **Remember me on this computer** check box and then click the **Save Secret Answers** button.



A notification appears stating that your email address was saved.



After you click **OK**, you are prompted to change your password.

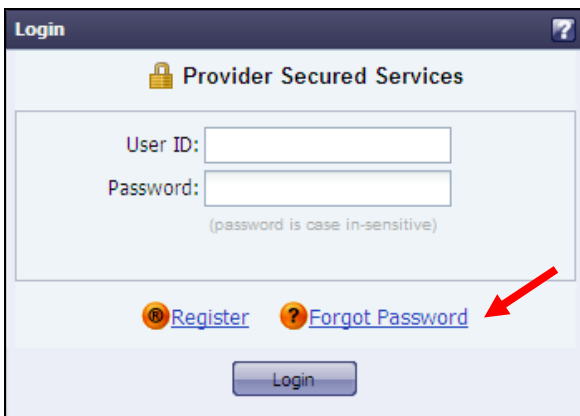


A dialog box titled "Change Password" with a help icon in the top right corner. It contains three text input fields: "Old Password:", "New Password:", and "Confirm New Password:". Below the fields are two buttons: "Change Password" and "Cancel".

When you enter a new password, please keep in mind that it must be at least six (6) characters. After you click the **Change Password** button, the web portal opens.

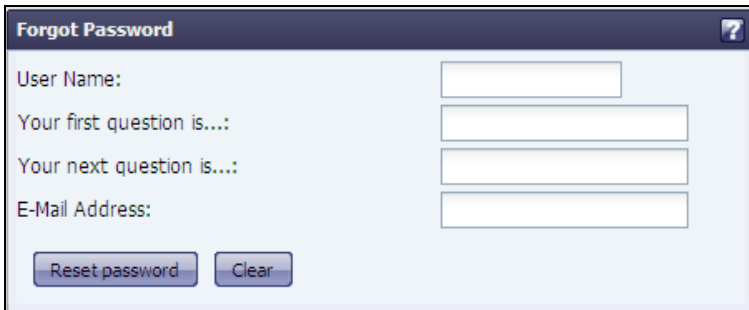
Password Reset

Also available on April 22 is the ability to reset your password. If you forget your password, you can reset it by clicking the **Forgot Password** link on the login page (<https://secure.hpmich.com/mcswebapp/mcswebapp.html>) of the web portal.



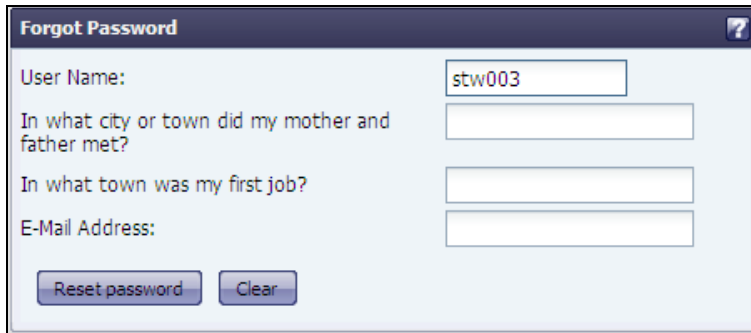
A screenshot of the "Login" page. At the top, it says "Provider Secured Services" with a lock icon. Below that are two text input fields: "User ID:" and "Password:". Under the password field, it says "(password is case in-sensitive)". At the bottom, there are two links: "Register" and "Forgot Password". A red arrow points to the "Forgot Password" link. Below the links is a "Login" button.

When you click the **Forgot Password** link, you are prompted for your user name.



A dialog box titled "Forgot Password" with a help icon in the top right corner. It contains four text input fields: "User Name:", "Your first question is...:", "Your next question is...:", and "E-Mail Address:". Below the fields are two buttons: "Reset password" and "Clear".

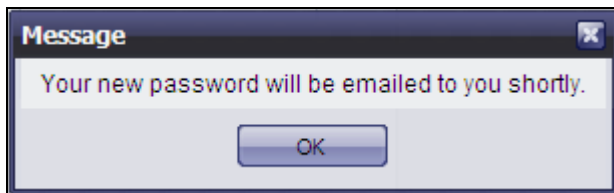
As soon as you click in the field for your first question, your security questions appear.



The screenshot shows a 'Forgot Password' dialog box with a dark blue title bar and a light blue background. It contains the following fields and buttons:

- User Name:** A text input field containing 'stw003'.
- In what city or town did my mother and father met?** An empty text input field.
- In what town was my first job?** An empty text input field.
- E-Mail Address:** An empty text input field.
- Reset password** and **Clear** buttons at the bottom.

After you supply the answers to both questions, enter your email address in the Email Address field. Finally, click the **Reset password** button. A notification appears stating that a new password will be emailed to you.



The screenshot shows a 'Message' dialog box with a dark blue title bar and a light blue background. It contains the following text and button:

- Message** title bar.
- Text: "Your new password will be emailed to you shortly."
- OK** button at the bottom.