



January 7, 2019
Announcement 1799

Modernization: Provider Web Portal Initial Log in After Implementation - New Password Required

The Division of Health Care Financing and Policy (DHCFP) will implement a new, modernized Medicaid Management Information System (MMIS) on February 1, 2019. Beginning January 29, 2019, all current Provider Web Portal (PWP) users, both providers and delegates, will be required to change their passwords prior to logging in the first time after implementation.

The following instructions provide the steps users will perform to change their password. As shown below, use the "Forgot Password?" link on the Site Token Password page to initiate the process.

Step 1: Click on the "Forgot Password?" link.

Note: If the user enters their old password and attempts to sign in before creating a new password they will get the following message, "**Error** Username/password combination is incorrect. Please refer to the Broadcast Message on the Home page or Web Announcement XXXX for important information regarding required credential updates and try again."

Step 2: To verify the user's identity, the user will answer the Challenge Question and click the "Submit" button.

Step 3: A temporary password will be sent to the email address associated with the user name.

The screenshot shows the Nevada Department of Health and Human Services website. The header includes the department logo and name, along with links for 'Contact Us' and 'Login'. The main content area is titled 'Confirm Site Key Token and Passphrase' and contains instructions for users to verify their site key token and passphrase. A dialog box titled 'Forgot Password' is overlaid on the page, displaying the message: 'You have successfully validated your Password. We have sent an email with your account information to the email address on record. Email notifications can take 15 to 30 minutes to be delivered.' An 'OK' button is visible at the bottom of the dialog box.

Email sample with temporary password:

This email was sent to confirm that we have reset your password in Nevada Medicaid Provider Web Portal. Your temporary password is listed below. You need to login to the portal as soon as possible and enter a new password.

Temporary Password: TpOf

If you have any questions or concerns regarding this email, feel free to call us at (877) 638-3472. Do not attempt to reply to this automated email.

Sincerely,

Division of Health Care Financing and Policy Provider Portal User Management

Step 4: Return to the PWP and enter the temporary password in the Password field and click the "Sign In" button.

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Step 5: The user will be prompted to change the password.

 **Nevada Department of Health and Human Services**
Division of Health Care Financing and Policy Provider Portal [Contact Us](#) | [Login](#)

Home

[Home](#) > [Challenge Question](#) > [Site Token Password](#) > Change Password

Change Password Assistance

1. The Password cannot be the same as your User ID.
2. The Password must be between 8-20 characters.
3. Passwords must contain at least 1 character from **three** of the following categories below:
 - Uppercase letters
 - Lowercase letters
 - Numeric digits (0 through 9)
 - Nonalphanumeric characters: ~!@#\$\$%^&*~_+~= ` \(){} [] ; : " < > , . ? /
4. The password cannot be the same as any of the previous 24 passwords.
5. The password cannot be changed more than once in a 24-hour period.

Change Password

* Indicates a required field.

Enter your Current Password, New Password, New Password Confirmation and click the **Submit** button.

*Current Password

*New Password

*Confirm New Password

HP USHC Web Portal

Your password is currently set to a system generated temporary password. You should take this opportunity to change it or click the cancel button to keep it.

OK

 **Nevada Department of Health and Human Services**
Division of Health Care Financing and Policy Provider Portal [Contact Us](#) | [Login](#)

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