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.

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.

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