

New ValueOptions® ProviderConnect® Password Requirements

ValueOptions is very committed to maintaining the security and confidentiality of our member information. On December 10, 2011, we upgraded the password security function within ProviderConnect to further protect the information made available to you via the internet. This enhancement requires that providers create a more complex password, as described below.

The enhancements to ProviderConnect password security are as follows:

1. Passwords will be case sensitive and will need to be between 8 and 20 characters in length.
2. Your password will need to include all of the following:
 - a. At least one number,
 - b. At least one upper case letter,
 - c. At least one lower case letter, and
 - d. At least one of the following special characters (! # \$ % ^ & * ~).
3. Passwords may not contain spaces.
4. You must change your password every 90 days. The ProviderConnect application will prompt you to change your password once it has expired.
5. The ProviderConnect application will not allow you to reuse any of your last 10 passwords.
6. ProviderConnect will disable your account after four unsuccessful login attempts within a ten minute timeframe. Should you disable your account, you will not be granted access to your ProviderConnect account for a period of ten minutes. After the ten minute timeframe has lapsed, you may then login to ProviderConnect with your correct password.

Your new password will be required 90 days from the last time you logged onto ProviderConnect prior to December 10, 2011. If you are a frequent user of ProviderConnect, while you will not be required to immediately change your password, we recommend that you do so proactively. If you are not a frequent user of ProviderConnect, please log into your account and review your on-line profile. Please ensure that your contact information and email address are up to date, as this information is necessary for verification purposes should you need technical assistance.

For more detailed information on how to update your ProviderConnect on-line profile, including changes to your password, please consult pages 8, & 109-110 of the ProviderConnect User Guide:

http://www.valueoptions.com/providers/ProviderConnect/ProviderConnect_External_Users_Guide3.pdf

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