



Provider Bulletin



Xerox State Healthcare
2 Pillsbury Street
Suite 200
Concord, NH 03301

To: All Providers

From: Xerox and NH Medicaid

Login screen changes

The next code release to the NH MMIS Health Enterprise will begin on Saturday 06/06/2015, and will include system changes that users will experience when logging into the NH MMIS Health Enterprise. Here are the important changes:

1. The login page will change from one page to two.
 - a. The first page requires that users enter only their user ID.
 - b. The second page requires users to enter their password, and
 - c. The second page also requires users to enter the characters presented in the Captcha box before clicking on the Login button.
2. The minimum number of characters for MMIS passwords is increasing from 8 characters to 10.
 - a. When the MMIS prompts users that their password has expired, users will need to change/reset their password and their new password needs to be at least 10 characters.

Roll-out Schedule of Changes

The multi-page login and Captcha character entry changes will begin on 6/7/2015.

The 10 character password change will be enforced for different users by name based on the following schedule:

- 1) On 06/08/2015 force password will occur for all FAS/State users
- 2) On 06/10/2015 force password change for all provider users with userid A-G.
- 3) On 06/15/2015 force password change for all provider users with userid H-N.
- 4) On 06/17/2015 force password change for all provider users with userid O-T.
- 5) On 06/19/2015 force password change for all provider users with userid U-Z and numeric userids.

User Accounts with multiple different user names may find that the password change is prompted for different users on different days. See the schedule above.

Change 1—Two-Page Login

a.) Page 1-User is prompted to enter only User ID, clicks Login.

The screenshot displays the New Hampshire MMIS Health Enterprise Portal. The browser address bar shows the URL: <https://nh-uat.entmmis.acs-inc.com/portals/wps/portal/ProviderLogin>. The page title is "New Hampshire MMIS Health Enterprise Portal". The navigation menu includes "Home", "Program", "Member", "Provider", "Documentation", and "Directories".

Quick Links

- Enrollment
- Provider Manuals
- Benefits Overview
- Provider FAQ
- Billing Manuals
- Messages and Announcements
- ICD10 Resources
- NCH Step 2 Update

News

Welcome to the Xerox Government Solutions Health Enterprise Portal. This system supports all of your State Medicaid and Decision Support needs.

NH MMIS has established a maintenance window from 12:01 A.M. to 12:00 P.M. every Sunday to apply scheduled system upgrades. During the maintenance window, the system may not be accessible.

Provider

The ACS Health Enterprise Portal is a state-of-the-art electronic health care administration system that gives patients, doctors, pharmacists and other users easy, secure and efficient access to health care information.

Provider Login

*** Required Field**

To access secure areas of the portal, please log in by entering your User ID.

* User ID: XXXXXXX

Forgot User Name or Password? Please contact your Organization Administrator for your User ID or to have your password reset. If you are the Organization Administrator and have forgotten your User ID and/or password, please call Provider Relations Unit at (603) 223-4774 or (866) 291-1674

Login

©2015 Xerox State Healthcare LLC. All Rights Reserved.
Privacy Policy | Site Map | Terms of Use | Browser Requirements | Accessibility Compliance

b.) Page 2-User is prompted to enter Password and then to enter the Captcha characters displayed:

The screenshot shows a web browser window displaying the "New Hampshire MMIS Health Enterprise Portal". The browser's address bar shows the URL: https://nh-uat.entmmis.acs-inc.com/portals/wps/portal/!ut/p/c5/y5LDoIAEETPwgm6QZFwOTAENIU_r. The page title is "New Hampshire MMIS Health Enterprise Portal" and the date is "Jun 4, 2015".

The navigation menu includes: Home, Program, Member, Provider, Documentation, and Directories. The "Provider" section is active.

Quick Links:

- Enrollment
- Provider Manuals
- Benefits Overview
- Provider FAQ
- Billing Manuals
- Messages and Announcements
- ICD10 Resources
- MCM Step 2 Update

News:

Welcome to the Xerox Government Solutions Health Enterprise Portal. This system supports all of your State Medicaid and Decision Support needs.

Provider:

The ACS Health Enterprise Portal is a state-of-the-art electronic health care administration system that gives patients, doctors, pharmacists and other users easy, secure and efficient access to health care information.

Provider Login:

* Required Field

To access secure areas of the portal, please log in by entering your Password and enter the characters displayed in the Picture.

* Password:

Forgot User Name or Password? Please contact your Organization Administrator for your User ID or to have your password reset. If you are the Organization Administrator and have forgotten your User ID and/or password, please call Provider Relations Unit at (603) 223-4774 or (866) 291-1674.

* Enter Characters Displayed

2066

CAPTCHA™

[Privacy & Terms](#)

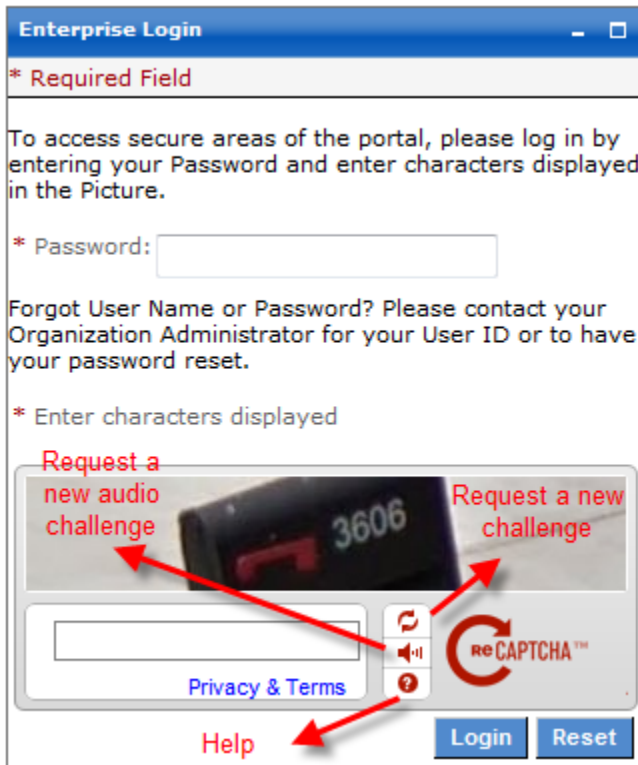
©2015 Xerox State Healthcare LLC. All Rights Reserved.
[Privacy Policy](#) | [Site Map](#) | [Terms of Use](#) | [Browser Requirements](#) | [Accessibility Compliance](#)

c.) Entering Captcha Characters

After entering their password on the Password login page, before clicking on the Login button, users will need to enter the characters that are displayed in the Captcha box.

If users have difficulty identifying the characters that are displayed:

- Users can request a new Captcha phrase to be displayed by hitting the double arrow button.
- Users can also request to have the phrase be read aloud by pressing the audio speaker button.
- Users can request help, by pressing the question mark button.



The screenshot shows the 'Enterprise Login' window. At the top, it says '* Required Field'. Below that, it instructs users to log in by entering their password and the characters displayed in the picture. There is a password input field. Below the password field, there is a link for 'Forgot User Name or Password?'. The Captcha section is titled '* Enter characters displayed' and shows a picture of a digital display with the number '3606'. Below the picture is a Captcha input field. To the right of the input field are three buttons: a double arrow button, an audio speaker icon, and a question mark icon. Below these buttons is the 'reCAPTCHA' logo. At the bottom of the Captcha section are 'Login' and 'Reset' buttons. A 'Privacy & Terms' link is also visible. Red arrows point from the text 'Request a new audio challenge' to the audio speaker icon, from 'Request a new challenge' to the double arrow button, and from 'Help' to the question mark icon.

Click on the Login button after entering the Password and the Captcha characters.

Change 2—Password Change

All users will be prompted that their current password has expired and that they are required to choose a new password that is at least 10 characters long.

Please see the Change Password page below.

New Hampshire MMIS Health Enterprise Portal Jun 1, 2015
Skip Navigation | Contact Us | Help | Search

Home Program Member Provider Documentation Directories

Change Password Print | Help

* Required field

You have a one time, single use password, you must change it to gain normal access.

- Password must be a minimum of 10 characters.
- Password must be different from your last 5 passwords.
- Password must contain at least 3 of the 4 following types:
 - Uppercase letters
 - Lowercase letters
 - Numbers
 - Non-Alphanumeric (!, \$, #, or %)

*Current Password

*New Password

*Confirm New Password

Change

©2015 Xerox State Healthcare LLC. All Rights Reserved.
Privacy Policy | Site Map | Terms of Use | Browser Requirements | Accessibility Compliance

After entering their current password, users will need to enter their new 10 character password that is compliant with the instructions displayed on the Change Password page above, and then select Change.

New Hampshire MMIS Health Enterprise Portal Jun 1, 2015
Skip Navigation | Contact Us | Help | Search

Home Program Member Provider Documentation Directories

Quick Links

- ▶ Enrollment
- ▶ Provider Manuals
- ▶ Benefits Overview
- ▶ Provider FAQ
- ▶ Billing Manuals
- ▶ Messages and Announcements
- ▶ ICD10 Resources

News

Welcome to the Xerox Government Solutions Health Enterprise Portal. This system supports all of your State Medicaid and Decision Support needs.

NH MMIS has established a maintenance window from 12:01 A.M. to 12:00 P.M. every Sunday to apply scheduled system upgrades. During the maintenance window, the system may not be accessible.

Provider

The ACS Health Enterprise Portal is a state-of-the-art electronic health care administration system that gives patients, doctors, pharmacists and other users easy, secure and efficient access to health care information.

Provider Login

* Required Field

To access secure areas of the portal, please log in by entering your User ID.

Password has been changed successfully for the user: XXXXXX. Please wait at least 30 seconds before logging with the new password.

* User ID:

Forgot User Name or Password? Please contact your Organization Administrator for your User ID or to have your password reset. If you are the Organization Administrator and have forgotten your User ID and/or password, please call Provider Relations Unit at (603) 223-4774 or (866) 291-1674.

Login

©2015 Xerox State Healthcare LLC. All Rights Reserved.
Privacy Policy | Site Map | Terms of Use | Browser Requirements | Accessibility Compliance

After a successful password change user will be brought back to the login screen.

- Users are advised to wait 30 seconds for the password change to get updated to the security tables, and then they should proceed to login in with their User Id, their new 10 character password, and the characters displayed in the Captcha box.

Please contact the Xerox Provider Relations Call Center at 1-866-291-1674 if you have any questions or for assistance with this process.