



P R O V I D E R B U L L E T I N

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To: All Providers**Subject: Security Enhancements to Web interChange**

Overview

In November 2004, an enhancement to the Web interChange application enabled providers to set up Web administrators to administer user IDs and passwords. This enhancement provided administrators the ability to assign unique user IDs and passwords for Web interChange users within their organization.

Approximately 38 percent of Web users are continuing to log on to Web interChange using their provider number instead of a unique user ID and password. Each user must have a unique ID to support Health Insurance Portability and Accountability Act (HIPAA) security standards, ensure protected health information (PHI) data is safeguarded, and allow traceability of transactions on the Web. Beginning July 29, 2007, the following changes will be made to Web interChange to encourage all users to assign an administrator and log on with a unique user ID and password.

Inactive Web interChange Users

All Web interChange users who have not logged on to Web interChange within the last 90 days will have their user ID suspended. The message in Figure 1 is displayed instructing the user to contact his or her administrator to regain access. The message includes a link to the *Administrator Listing* page that allows users to locate the name and telephone number of their administrator.

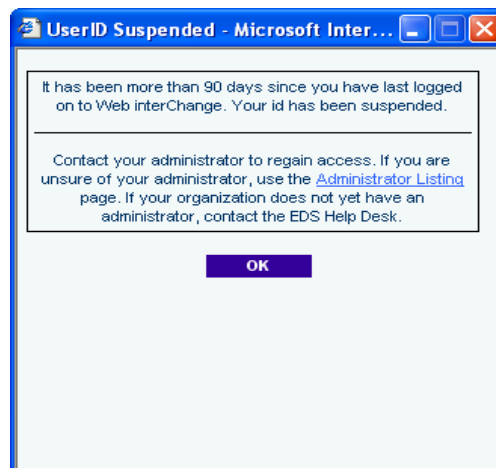


Figure 1 – User ID Suspended Message

The user's Web administrator(s) receive an e-mail message indicating the user has been suspended. The administrator is allowed to reactivate the suspended user ID, assuming the user ID is associated with the group administered by the administrator.

Web interChange Users without Administrators

Each time a user attempts to log on to Web interChange with a provider ID that is not associated with an administrator, the message in Figure 2 is displayed. The pop-up message states the organization has not set up an administrator. The message informs the user that all providers must assign a group administrator to be in compliance with HIPAA. The user is also presented with a link to the *interChange Administrator Request Form*.

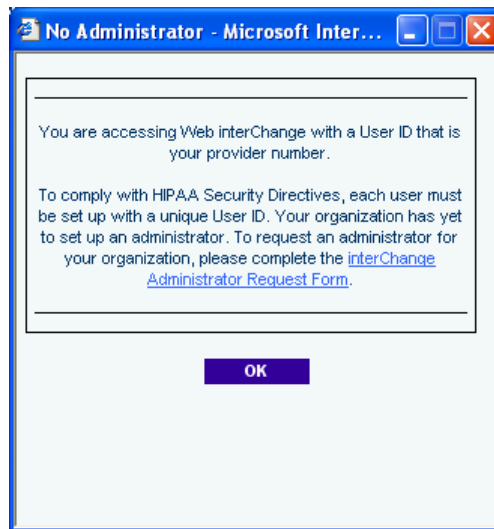


Figure 2 – No Administrator Message

After clicking **OK**, the user can access the Web interChange Web site.

Web interChange Users with Administrators

Each time a user attempts to log on to Web interChange with a provider ID, and an administrator is assigned for that provider organization for less than 30 days, the message in Figure 3 is displayed.

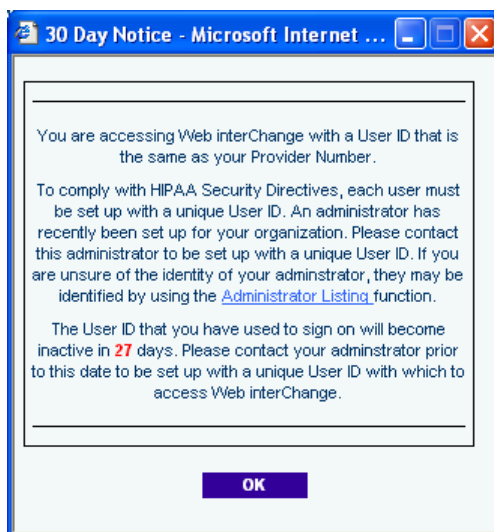


Figure 3 – 30 Day Notice Message

The number of days until the user ID is disabled decreases each day the user logs on with the provider ID.

When a user attempts to log on with a user ID that is associated with a provider that has had an administrator for more than 30 days, the message in Figure 4 is displayed.

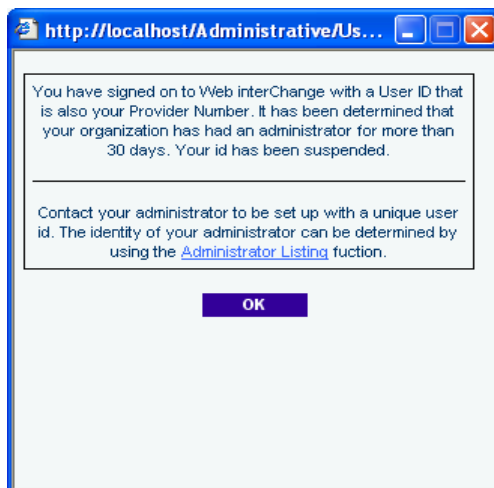


Figure 4 – Suspended User ID Message

The user must contact his or her administrator to set up a unique user ID. The administrator and the EDI Solutions Help Desk will not be allowed to reset the inactivated user ID.

Monitoring Web interChange Logon Practices

A listing of all providers and associated administrators that have users logging on with the provider ID as the user ID is created monthly and provided to EDS security administrators and representatives of the Office of Medicaid Policy and Planning (OMPP). All Web interChange users are highly encouraged to log on with a unique user ID and password as soon as possible.

Additional Web interChange Enhancements

All Web interChange users who have a unique user ID and password have the ability to reset their own user ID and password. To ensure this functionality is user-friendly, the following enhancements are being made:

- The “Forget your password?” bullet on the logon page will be modified to inform users of the auto password reset function. The bullet will also provide a link to the “Automated Password Reset Help” page.
- The “Change Password” screen will be modified to provide users with a clearer sense of “old” password to eliminate confusion between “old” passwords and “temporary” passwords.
- The successful password reset message will include the word “Temporary” so the user knows this is not their permanent password.
- A copy-and-paste feature for the system-generated temporary password will be added so the user can copy and paste the password into the “Change Password” screen.

Additional information about setting up Web interChange administrators and users can be obtained by clicking the “How To Obtain An ID” button on the Web interChange logon screen, or by contacting the EDS EDI Solutions Help Desk at (317) 488-5160 in the Indianapolis local area or toll-free at 1-877-877-5182.

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