



Security Update for MVP Provider Online Accounts

Frequently Asked Questions

Overview

On September 15, 2024, MVP Health Care® (MVP) updated the security of MVP Provider Online Accounts. This requires users to complete a one-time update and enable multi-factor authentication prior to signing in.

Why did we make these security enhancements?

With increased data breaches in the health care industry, we are consistently working to enhance our security measures to meet industry standards. These new security enhancements and the inclusion of multi-factor authentication help us protect Member and Provider data.

What actions do users need to take?

As of September 16, users with an active account need to sign in to complete a one-time account update. **Users will have 90 days to complete this update.** If not completed within the 90-day period, users will need to create a new account. During the one-time update, users will update their username to their email address, change their password to meet new security requirements, and enable multi-factor authentication with a mobile phone number.

What is considered an 'active account'?

Users who have signed in to their MVP Provider Online Accounts within the past 180 days are considered active accounts and will be included in the update. Users who did not sign in during the 180 days prior to the update will be deactivated.

What if I haven't accessed my Provider Online Account in the last 180 days?

If you have not accessed your Provider Online Account in 180 days, you will need to create a new account.

Are there benefits to this update?

Yes. This update will enhance the security of MVP Provider Online Accounts, and it will also make it easier for practices to access their information. Previously, separate Provider Online Accounts were required to access different practice groups. With this update, different groups can now be accessed with a single account. During the one-time update, the practice groups associated with the user's email address will be consolidated. Each user within a practice will use their own email address, and users will no longer be able to use a group or shared practice email to sign in, which also enhances security.

How do users enable multi-factor authentication?

Users will provide a mobile phone number for verification via text message. See below for a walkthrough of the upgrade processes, including how to enable multi-factor authentication.

Have additional questions?

If you have questions about this one-time update, please contact eSupport at **1-888-656-5695** for technical issues or your MVP Professional Relations Representative for assistance.

Step 1. Enter your current MVP Provider Online Account credentials and sign in.

Provider Sign In

Sign in with your email and password. [Forgot your email address?](#)

!

MVP recently enhanced the security of Provider Online Accounts.

If your account was created prior to xx/xx/xxxx, sign in with your username and password to complete a **one-time update**.

If you have already completed the one-time update, or if your account was created after xx/xx/xxxx, sign in with your email address and password.

Username

qatestb2cprovider66

Password

Sign in

[Need Help?](#) | [Forgot Password?](#) | [Register Now](#)

Step 2. Review the One-Time Update screen for more information, then select *Proceed to Step 1*.

One-Time Update

MVP upgraded your account security to meet current New York State Department of Financial Services requirements. To complete the one-time update to your account, we'll walk you through the three steps below.

Step 1: Update Sign In Credentials

You will be asked to enter your email address and create a new password. You will use this email and password as your credentials the next time you sign in to your account.

Step 2: Setup Multifactor Authentication

You will enter your mobile phone number and receive a verification code via text message. When you sign in, you will be prompted to enter the verification code, once per day.

Step 3: Confirm Account Access

If there are any accounts that need to be merged, you will see a confirmation of those changes. Otherwise, you will proceed to two quick questions to specify information about your organization and your role.

Proceed to Step 1

[Need Help?](#)

Step 3. Enter email address associated with account. A verification code will be sent to that email address. Enter the verification code.

MVP HEALTH CARE

Step 1 of 3

Enter Email Address

Enter an email address to associate with your MVP Provider Online Account. We'll email you a verification code. Codes expire in **20 minutes**.

IMPORTANT: The email you enter here will be used the next time you sign in. **Do not enter a shared email address.**

Email Address

Continue

[Start Over](#) | [Need Help?](#)

MVP HEALTH CARE

Step 1 of 3

Enter Verification Code

Verification code has been sent to **qatestb2cprovider66@mvphealthcare.com**. Please enter it into the box below. Codes expire in **20 minutes**.

Verification Code

Continue

Send New Code

Issues with your code?
Click **Send New Code** above to try again.
If that doesn't work, please contact **eSupport** at 1-888-656-5695.

[Start Over](#) | [Need Help?](#)

Step 4. Update your password to meet the new security requirements.

MVP HEALTH CARE

Step 1 of 3

Create a New Password

Please enter your new password below.

New Password

Confirm New Password

8 Characters 1 Symbol Uppercase Lowercase

Number Passwords Match

Continue

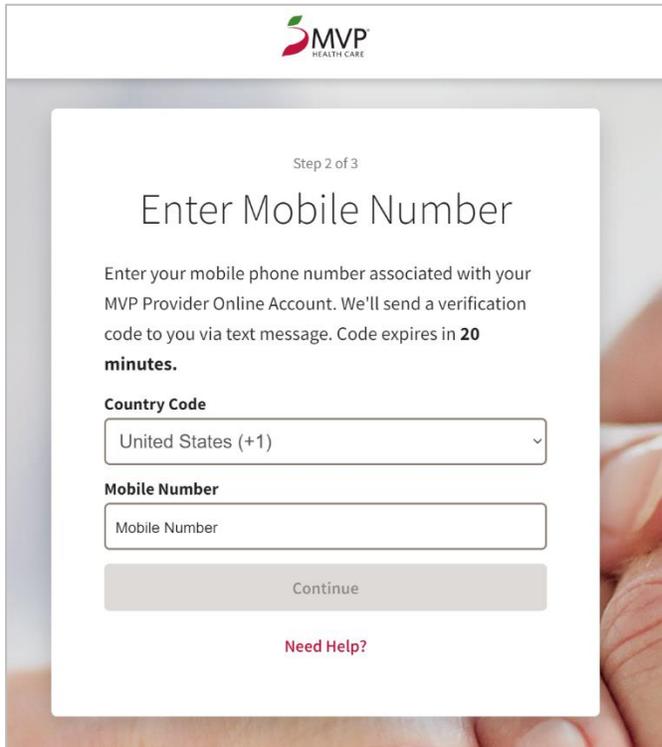
Password Requirements
For security reasons, passwords must be 8 or more characters and contain at least **1 uppercase letter, 1 lowercase letter, 1 number, and 1 symbol** (!@#\$\$%&*). You may not re-use any of your last five passwords.

[Need Help?](#)

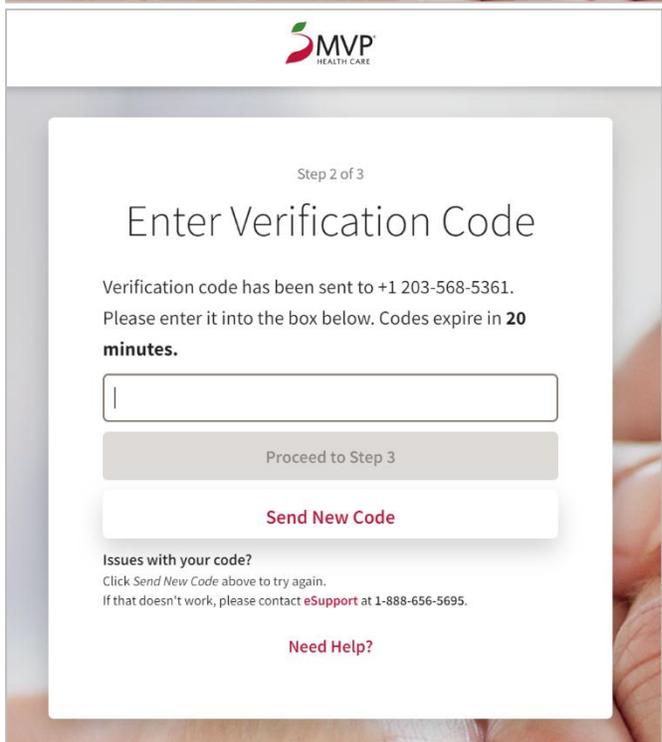
Your new password must include at least:

- 1 uppercase letter
- 1 lowercase letter
- 1 number
- 1 symbol (!@#\$\$%&*)
- You may not re-use any of your last five passwords

Step 5. Enter your mobile number and verification code to complete multi-factor authentication.



The screenshot shows the MVP Health Care logo at the top. Below it, the text 'Step 2 of 3' is centered. The main heading is 'Enter Mobile Number'. The instructions state: 'Enter your mobile phone number associated with your MVP Provider Online Account. We'll send a verification code to you via text message. Code expires in **20 minutes.**' There are two input fields: 'Country Code' with a dropdown menu showing 'United States (+1)' and 'Mobile Number'. Below these is a 'Continue' button and a 'Need Help?' link.



The screenshot shows the MVP Health Care logo at the top. Below it, the text 'Step 2 of 3' is centered. The main heading is 'Enter Verification Code'. The instructions state: 'Verification code has been sent to +1 203-568-5361. Please enter it into the box below. Codes expire in **20 minutes.**' There is a single input field for the verification code. Below it is a 'Proceed to Step 3' button and a 'Send New Code' button. At the bottom, there is a section titled 'Issues with your code?' with the text: 'Click *Send New Code* above to try again. If that doesn't work, please contact eSupport at 1-888-656-5695.' and a 'Need Help?' link.

Step 6. Review merged accounts that you will have access to via your new sign in credentials. Please contact eSupport at **1-888-656-5695** if there is incorrect information on this screen.

Step 3 of 3

Review Merged Accounts

Once you complete this one-time update, your new sign in credentials will include access to all of the Provider Groups listed below.

IMPORTANT: Please review this list. If any information on this page is missing or incorrect, please contact eSupport at 1-888-656-5695 to make changes.

Provider Group Name	Tax ID
Hospital XYZ	1234567890, 00000038954, 3189504538

[Continue](#)

Step 7. Provide information on your organization and role type.

Members Employers

Step 3 of 3

Your Organization

Please select the statement below that best describes your affiliation:

I'm affiliated with a health care organization
i.e., provider practice group or facility

I'm affiliated with a health care agency
i.e., a third party billing agency

[Continue](#)

[Need Help?](#)

Members Employers

Step 3 of 3

Your Role

Please select the role which best describes your authorized security within your health care practice or facility

Role

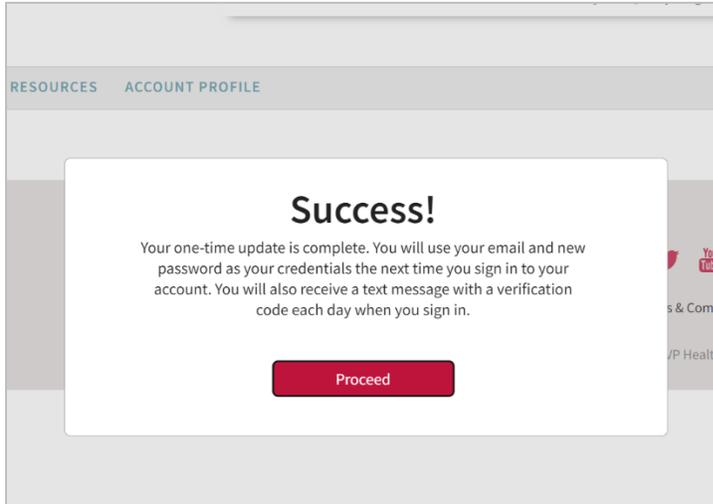
The Non-Administrator's role is described as:

- Authorized to access the protected health information for the Tax IDs associated with this account.
- Does not have the authority to give additional users access to the MVP Provider Online Account.

[Continue](#)

[Need Help?](#)

Step 8. You have successfully completed the one-time account update!



You can now access additional practice groups (if applicable) in the home screen drop-down.

