

Provider Update

New Website Password Requirements

Background: As part of recent security upgrades to our provider website, passwords now expire every 45 days. If you have not changed your password since June 25, 2013, you will be prompted to reset your password on August 10, 2013.

✦ What this means to you:

- You will be required to change your password every 45 days.
- The passwords you select will have to follow new guidelines.
- Please share this information with your staff members who also have Amerigroup logins to ensure uninterrupted access.

What are the new guidelines for passwords?

Your new password must contain:

- At least one uppercase and one lowercase letter
- At least one number
- At least one special character from this set:
!, #, \$, %, -, _

Your new password must **not** contain:

- Your username
- Your previous password

What if my password expires?

When a user attempts to login with an expired password, they will be prompted to change it.

- 1) Complete the New Password and Confirm New Password fields.
- 2) Remember to use the password guidelines above.

Once your password has been changed, you may also be asked to agree with our Terms of Use to continue access.

How do I change my password before it expires?

If you would like to change your password before it expires, you can do so when you login to the secure provider site. Just follow these steps:

- 1) Click Account Management.
- 2) Select Profile Maintenance.
- 3) Click on Change Password.

Online tutorials are also available with step-by-step instructions. Click on Login Help, then Tutorials.

Who do I call with questions?

If you have any questions, contact Provider Services at 1-800-454-3730 or your local Provider Relations representative.

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By Amerigroup Provider Services

