



## Security Update for MVP Provider Online Accounts

### Frequently Asked Questions

#### Overview

On September 15, 2024, we will be updating the security of MVP Provider Online Accounts. This will require users to complete a one-time update and enable multi-factor authentication prior to signing in.

There will be a maintenance period starting from 10pm on September 14 ending at 6am on September 16. During this time, login to MVP Provider Online Accounts will be disabled.

#### What actions do users need to take?

Starting September 16, users with an active account need to login 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 migration, 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 logged into their MVP Provider Online Accounts within the past 180 days are considered active accounts and will be included in the migration. If a user has not logged in during the past 180 days prior to the upgrade, the account will be deactivated.

#### Are there benefits to this update?

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 migration, 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.

#### How do users enable multi-factor authentication?

Users will provide a mobile phone number for verification via text message. We have included a walkthrough of the main account migration and multi-factor authentication flow in this FAQ.

#### 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.

The screenshot shows the MVP Provider Sign In interface. At the top, it says "Provider Sign In" and "Sign in with your email and password. [Forgot your email address?](#)". Below this is a grey informational box with a red exclamation mark icon. The text inside the box reads: "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." Below the box are two input fields: "Username" with the value "qatestb2cprovider66" and "Password" with masked characters. A red "Sign in" button is positioned below the fields. At the bottom, there are links for "Need Help?", "Forgot Password?", and "Register Now".

**Step 2.** One-Time Update screen provides more information. Click Proceed.

The screenshot shows the MVP One-Time Update screen. The title is "One-Time Update". The main text reads: "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." Below this are three grey boxes, each containing a step description: "Step 1: Update Sign In Credentials" (You will be asked to enter your email address and create a new password...), "Step 2: Setup Multifactor Authentication" (You will enter your mobile phone number and receive a verification code...), and "Step 3: Confirm Account Access" (If there are any accounts that need to be merged, you will see a confirmation of those changes...). A red "Proceed to Step 1" button is at the bottom, along with a "Need Help?" link.

**Step 3.** Enter email address associated with account and confirm verification code.



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?](#)



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.



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:**

- 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.



Step 2 of 3

## Enter Mobile Number

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.**

**Country Code**

United States (+1) ▾

**Mobile Number**

Mobile Number

Continue

[Need Help?](#)



Step 2 of 3

## Enter Verification Code

Verification code has been sent to +1 203-568-5361. Please enter it into the box below. Codes expire in **20 minutes.**

|

Proceed to Step 3

[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.

[Need Help?](#)

**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.** You will then be able to provide information on your organization and role type.

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?](#)

Step 3 of 3

### Your Role

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

Role

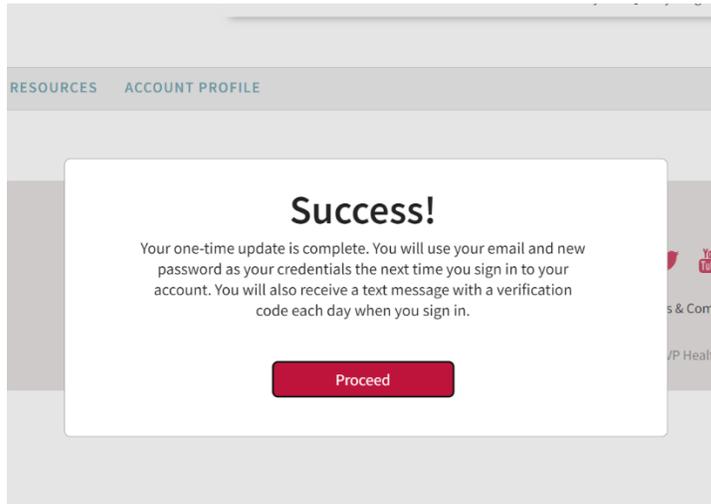
The Non-Administrator's role is described as:

- 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.

