Enhanced security coming to ProviderOne

Starting August 19, ProviderOne is introducing a range of new features aimed at bolstering login security and improving functionality for its users. These updates will minimize manual input while ensuring compliance with industry standards and best practices in cybersecurity.

There are two ways provider users enter the ProviderOne system:

1. Directly through the ProviderOne system
2. Through OneHealthPort

For providers accessing ProviderOne directly, the following enhancements will be implemented

- **Enhanced security questions**: New and existing users must now answer three security questions during the initial setup and the self-service process for password unlocking or resetting. This brings ProviderOne into compliance with best practices for cybersecurity outlined in Office of the Chief Information Officer (OCIO) 141-10 standards.
- **Increased attempts for security questions**: During the self-service process, users now have up to five attempts to answer their three security questions correctly. Incorrect answers incur a 15-minute wait between attempts. After two incorrect attempts, users must contact their ProviderOne system administrator.
- **Password change notification**: Users accessing ProviderOne directly will receive an automated system email whenever their password is changed. This added layer of security keeps users informed about any modifications made to their login credentials.
- **Access reminder**: Users will receive an automated email notifying them if they have not accessed ProviderOne for 120 days. This reminder aims to promote regular account usage and maintains an active user base.
- **Account termination notification**: Users will receive an automated system email when their user accounts are ended due to inactivity. System administrators will be emailed a list of their domain's user accounts that are ended due to inactivity. This notification ensures transparency and provides users with a clear understanding of the status of their accounts.
- **Inactive account management**: Accounts will now be systematically ended if there is no activity for 180 days. The accounts will not be removed, ensuring historical data is preserved. This also ensures users can still access ProviderOne by reactivating their accounts and won't experience any loss of data.
- **Provider portal access notification**: After 3 years of inactivity, a notification will be displayed when a user cannot directly access the provider portal due to inactive provider business status. This feature ensures users are informed promptly and can take necessary action to reactivate their accounts.

For providers accessing ProviderOne through OneHealthPort, the following enhancements will be implemented

- **Access reminder**: Users will receive an automated email notifying them if they have not accessed ProviderOne for 120 days. This reminder aims to promote regular account usage and maintains an active user base.
- **Account termination notification**: Users will receive an automated system email when their user accounts are ended due to inactivity. System administrators will be emailed a list of their domain's user accounts that are ended due to inactivity. This notification ensures transparency and provides users with a clear understanding of the status of their accounts.
- **Inactive account management**: Accounts will now be systematically ended if there is no activity for 180 days. The accounts will not be removed, ensuring historical data is preserved. This ensures users can still access ProviderOne by reactivating their accounts and won't experience any loss of data.
- **Provider portal access notification**: After 3 years of inactivity, either the ProviderOne domain ID will not be listed for selection or a notification will be displayed when a user is accessing from OneHealthPort to the provider portal due to inactive provider business status. This feature ensures users are informed promptly and can take necessary action to reactivate their accounts.

About ProviderOne
ProviderOne is Washington State's health care payment and management system, designed to streamline and automate the administration of Apple Health (Medicaid) and other state-funded health care programs. It serves as the primary system for processing claims and managing provider enrollment and credentialing and offers tools for providers to manage their practices.