

# Provider Bulletin



## News and Information

Nov. 7, 2023

### Enhanced Security Through Multi-Factor Authentication

UCare strives to ensure authorized access for our new provider portal. We do so through the Provider Assistance Center (PAC) and multi-factor authentication. Providers can expect enhanced security measures in the following situations as outlined.

#### Expired account activation email

An individual's account activation email will expire after 30 days. If this happens, contact the PAC to send a new activation email.

#### Forgotten password

Portal users who forget their password can reset it by selecting the "Need help signing in?" and "Forgot password?" hyperlinks on the new [Provider Portal login page](#). Users will receive a password reset email to their registered email with the subject line "Account password reset" from [do-not-reply@provider.ucare.org](mailto:do-not-reply@provider.ucare.org). Then they can reset their password.

#### Lost multi-factor authentication access

If an account is inaccessible due to loss of multi-factor authentication access (e.g., user gets a new cell phone), call the PAC. The PAC will validate the user's identity, end the call, and then call the user or administrator back via the phone number listed in the portal. If identity is validated, the PAC will perform the multi-factor authentication reset. If the PAC is unable to connect with the user or administrator at that phone number, they will reach out to the Authorized Contract Representative to validate the request before resetting the multi-factor authentication.

#### Administrative change

If an administrator leaves the organization or a new administrative account is requested, the PAC will call the provider's Authorized Contract Representative to obtain approval. UCare only can create a new administrative account after completing this call.

#### Questions

For further assistance or questions, contact the PAC at 612-676-3300 or 1-888-531-1493 toll-free, Monday through Friday, 8 am - 5 pm.

We thank you for your support and patience as we balance security, efficiency and access to UCare services.