



Provider OnLine

Log-In Instructions

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Log-in Access

A link to Provider Online (POL) is located on the Piedmont WellStar HealthPlans website, www.pwplans.org. This public facing website contains information specifically designed for practitioners and providers affiliated with Piedmont WellStar HealthPlans.

On the left hand tab, providers can click on “Provider Login” to register for a login and/or enter their established user ID and password to gain access to the secure POL.

Entering the User ID and Password

A user ID and password are required to gain access to the secure information on POL. These credentials are entered in the box displayed below, available once you click on the left-hand navigation bar of the Provider homepage.



Figure 1: Log-in Box

The user ID is a unique identifier assigned to the user when he or she registers for access to POL. The password must be a minimum of eight characters. The password is case sensitive. Once the credential information is entered, click on the **Login** button.

This will grant the user access to the secure POL — if the credentials entered are accurate.

Overview and Purpose of Entrust

To ensure Piedmont WellStar HealthPlans portals for members, providers, and employers are secure, Entrust, a multifactor anti-phishing authentication device is utilized. Many health care and financial organizations use Entrust, or a similar solution, to add more security around highly sensitive private health information.

The Entrust technology verifies the user and terminal (PC, laptop, etc.) from which the user is accessing the portal(s). Users must validate their terminal of use and identify themselves by answering their personal questions set up while registering. In addition to choosing these three questions for answer, users choose a security image or “token” which becomes part of the sign in process.

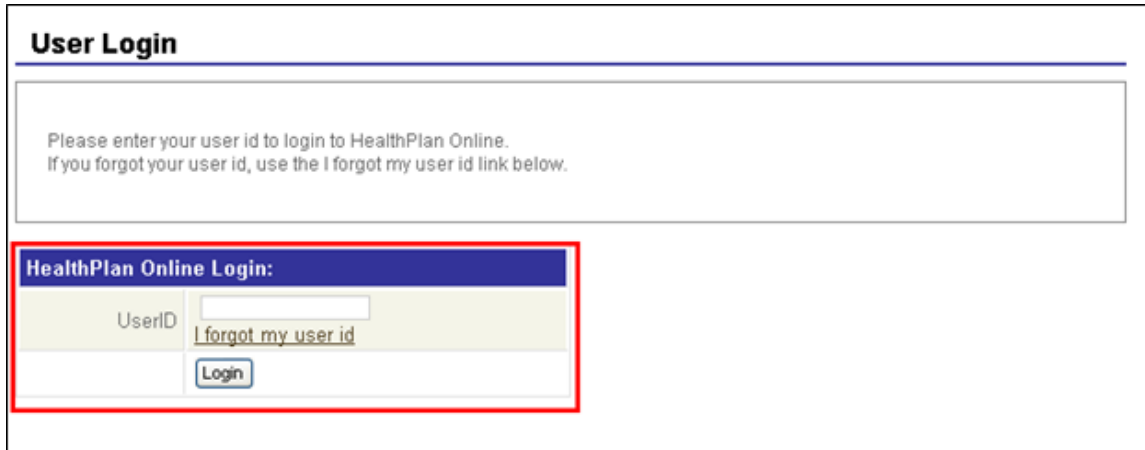
Authentication is restricted to three attempts to sign on to the portal. Following the third failed

attempt to sign on, the account is locked and the user is required to contact the Health Plan Help Desk and speak to a representative to resolve the situation.

Log-in for Users Who Are Active, But Not Currently Enrolled in Entrust

Users that have active accounts, but are not currently enrolled in Entrust, will need to register for the Entrust authentication.

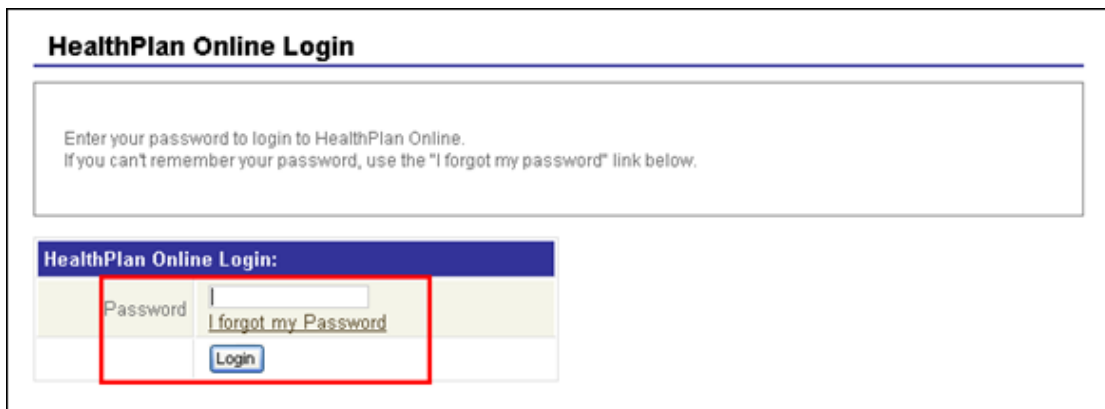
1. The user refers to his or her current user ID for POL.



The screenshot shows a web page titled "User Login". Below the title is a message box: "Please enter your user id to login to HealthPlan Online. If you forgot your user id, use the I forgot my user id link below." Below this is a form with a blue header "HealthPlan Online Login:". The form contains a "UserID" label, a text input field, a link "I forgot my user id", and a "Login" button. A red box highlights the input field and the "Login" button.

Figure 2: Entrust: Login with POL User ID

2. After the user enters his or her user ID, the user is prompted to enter the current password.



The screenshot shows a web page titled "HealthPlan Online Login". Below the title is a message box: "Enter your password to login to HealthPlan Online. If you can't remember your password, use the 'I forgot my password' link below." Below this is a form with a blue header "HealthPlan Online Login:". The form contains a "Password" label, a text input field, a link "I forgot my Password", and a "Login" button. A red box highlights the input field and the "Login" button.

Figure 3: Entrust: Enter Current POL Password

3. The user is then prompted to select and answer three security questions. (There are ten challenge questions. The three shown in this illustration are just examples.) It is important that the user remember his or her challenge questions and answers.

Set Challenge Questions/Responses

Please choose three distinct questions and Answers.
Please keep note of your Questions and Answers, as you will be required to answer them if there are ever problems with your account.

Challenge Questions	
Challenge Question #1 :	<input type="text" value="What town were you born in?"/>
Challenge Answer #1 :	<input type="text" value="Baltimore"/>
Challenge Question #2 :	<input type="text" value="What is your favorite Sports team ?"/>
Challenge Answer #2 :	<input type="text" value="Ravens"/>
Challenge Question #3 :	<input type="text" value="What is your favorite color?"/>
Challenge Answer #3 :	<input type="text" value="Blue"/>

Figure 4: Entrust: Answer Three Security Questions

4. After the user establishes his or her challenge questions and submits them, the user will need to choose a security image. (Each time the user logs in, he or she should look for this image and the corresponding phrase to be assured the website is a legitimate POL website.) The left- hand navigation bar can be used to display more images for the user to choose from.






































	The picture you select will be something you should look for each time you log into HealthPlan. You should see the picture you select before you enter your password thereby providing you confidence you are at the legitimate HealthPlan site. This simple confidence component functionality will help thwart anyone attempting to fool you into giving your password to a fake HealthPlan site. You will only see this picture when you are at the legitimate HealthPlan site.																								
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Figure 5: Entrust: Selecting a Security Image

- After the user chooses the security image, he or she will need to provide a message to associate with the image. The message can be as simple or as complex as the user would like. This message will always be displayed with the selected image from the previous step. If upon subsequent log-ins, the image and/or the message are not what the user established at initial setup, the user should not continue with the log-in process.

Enter Welcome Message

The welcome message you select will be something you should look for each time you log into HealthPlan. You should see the welcome message before you enter your password thereby providing you confidence you are at the legitimate HealthPlan site. This simple confidence component functionality will help thwart anyone attempting to fool you into giving your password to a fake HealthPlan site. You will only see this picture and welcome message when you are at the legitimate HealthPlan site.



Enter Welcome Message

Figure 6: Entrust: Establishing a Welcome Message

- The user will be prompted to enter a new password that must be between 8 and 14 characters and contain at least three upper case characters and numbers. (There is a link on the password change screen to assist the user in creating a strong password.)

Filling out the Fields on this page, will allow you to change your password.
Please enter the Password you would like to change it to in the fields below. This will be an immediate change.

Change Password

User Name:	<input type="text" value="jdoe@abc.com"/>
New Password:	<input type="password"/>
Confirm Password:	<input type="password"/>

Password must be between 8 and 14 characters long and contain at least three of the following:

- UpperCase Character
- Number

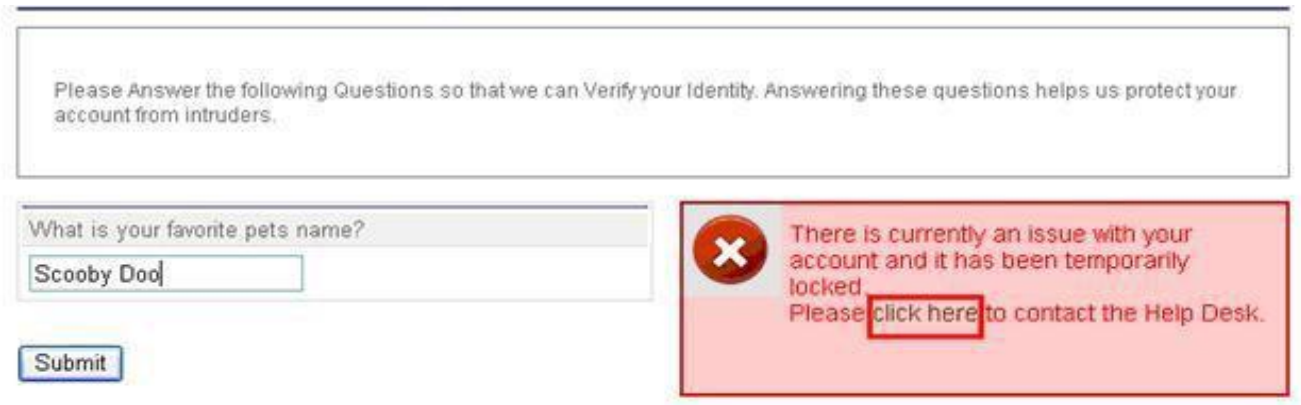
[Strong Password Guidelines](#)

Figure 7: Entrust: Password Change Screen

- After the password is submitted, the user will then go to the POL homepage.

If the User Account Is Locked

1. If the user's account is locked due to unsuccessful password attempts, the following message will appear:



The screenshot shows a web interface for account verification. At the top, a box contains the text: "Please Answer the following Questions so that we can Verify your Identity. Answering these questions helps us protect your account from intruders." Below this is a form with the question "What is your favorite pets name?" and a text input field containing "Scooby Doo". A "Submit" button is located below the input field. To the right of the form is a red error message box with a white 'X' icon. The message reads: "There is currently an issue with your account and it has been temporarily locked. Please [click here](#) to contact the Help Desk." The "click here" link is highlighted with a red box.

Figure 8: Entrust: Locked Account

2. Next, the user should select [click here](#) from the highlighted area above. A screen with the Health Plan Help Desk contact information will appear. Both the phone number and e-mail address are provided.

Logging In for the First Time

When the user tries to log in to the website after initial registration — and also after the initial session with POL — the log-in screens will appear slightly different to the user.

The user will first be asked to enter his or her user ID. The user will then be asked to answer one of his or her challenge questions. After answering the challenge question correctly, the user will be presented with the security image and corresponding phase.

Frequently Asked Questions

What steps are required for a user to establish an account for Provider OnLine?

All new users to Provider OnLine must first complete the Provider OnLine Registration Form, which can be downloaded from our public website at the following link pwplans.org.

What if a user suspects someone knows his or her password?

The user has the option to continue to use the current password until it expires or to change it immediately. The user can initiate a password change by selecting the “**Forgot My Password**” option during the log-in process. The user will have to answer challenge questions, which will also allow the user to change the current password.

What happens if the user's account is inactive?

If the user logs in with his or her user ID and the account is inactive, he or she will receive a message to contact Provider Services at 855-869-7225.

What happens if the user forgets or wants to change his or her password?

After the user enters his or her user ID, a prompt for the password appears. Instead of entering the password, the user should click on **I forgot my password link**. The user will then need to answer some of the security questions established during the initial registration process. The user will be prompted to reset his or her password.

What happens if the user forgets his or her user ID?

The user should call Provider Services at 855-869-7225.

What if the user cannot access Provider OnLine even after entering the user ID and password?

The user can also call Provider Services at 855-869-7225.

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