



# Washington Healthplanfinder Release 5.2 Update

Office of Medicaid Eligibility and Policy  
Medicaid Eligibility and Community Support  
June 2018

# 5.2 System Release

June 2018						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	3
					7	9
10	11	12			14	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Washington Healthplanfinder will go down for maintenance on **Thursday, June 14<sup>th</sup> at 10:00pm PST** and is tentatively scheduled to go live **Saturday, June 16<sup>th</sup>, 2018 at 1:30pm PST**

# HBE Security System Change

A-00CARRIEWOL

**IAM**  
Identity Access Manager

Self Service Manage

Home

- My Information**  
Manage your profile, passwords and challenge questions
- My Access**  
See what you have access to
- Request Access**  
Request access for yourself or for others
- Track Requests**  
Track the status of your pending requests
- Provisioning Tasks**  
Take action on fulfillment tasks assigned to you
- Pending Approvals**  
Take action on requests assigned to you for approvals

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Identity Access Manager (IAM) is the new Oracle Access Manager (OAM)

# HBE Security System Change

- IAM is used to reset and unlock user passwords.
- IAM allows certain account workers the ability send a pin to the customer for extra identity verification.
- Exchange Account Workers can unlock all user passwords: clients, brokers, navigators and other account workers.
- The HBE call center can unlock Client User Passwords only.

# Topics

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- Privileged Users Password Changes
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- Client Password Changes
- 
- Locked Account
- 
- WAPlanfinder
-

# Privileged Users Password Changes

# Password Updates

New updates to passwords:

- Password history will be reset. After June 17<sup>th</sup> users cannot use previous passwords
- All special characters are allowed for password
- Field level help available on password creation screen

# Password Requirements

The following still applies to passwords:

- Passwords expire every 90 days
- Minimum of 8 characters is still required
- Accounts will be locked if inactive for 180 days or more
- Cannot use first or last name as part of passwords
- At least one number, one upper and lowercase letter and one special character is required
- Passwords should be hard to guess (it is encouraged to use numeric, upper/lower case and special characters)



# Password Reset

The Privileged User Support line may be contacted by privileged users to unlock their accounts or reset their passwords.

A PIN to unlock privileged user accounts may be emailed to complete this process.

The PIN will be verbally verified.

This is an additional verification to validate the user is who they say they are.

# Client Password Changes

# Client Password Changes

The following updates are:

- Password history will be reset. After June 17<sup>th</sup> users cannot use previous passwords
- Passwords do not expire
- All special characters are allowed for username and password
- Minimum of 8 characters for a password is required
- Accounts will be locked if inactive for 180 days or more
- Field level help available on password creation screen

# Updated Screens

New user Create an Account screen:

washington healthplanfinder  
click. compare. covered.

## Create an Account \* REQUIRED FIELD

### Account Information

USERNAME \*

⚠ At least 6 characters

PASSWORD \*

⚠ At least 8 characters

✖ 8 characters long

RE-ENTER PASSWORD \*

✖ Passwords match

EMAIL ADDRESS \*

RE-ENTER EMAIL ADDRESS \*

Password completed:

## Create an Account \* REQUIRED FIELD

### Account Information

USERNAME \*

⚠ At least 6 characters

PASSWORD \*

⚠ At least 8 characters

Strong

✔ 8 characters long

RE-ENTER PASSWORD \*

✔ Passwords match

EMAIL ADDRESS \*

RE-ENTER EMAIL ADDRESS \*

# Client Login Messaging



## Sign in to your account

Password should be at least 8 characters.

USERNAME \* ⓘ

VicTrip.42

[Forgot Username?](#)

PASSWORD \* ⓘ

••••••••

[Forgot Password?](#)

Remember Me

SIGN IN >

If a client enters a password that is less than 8 characters a message will appear.

# Client Account – Edit Password

washington  
healthplanfinder  
click. compare. covered.

**Change your password** \* REQUIRED FIELD

USERNAME \*

VicTrip.42

NEW PASSWORD \*

⚠ Do not use any previous passwords

⚠ At least 8 characters

8 characters long

RE-ENTER PASSWORD \*

⚠ Passwords match

← Back

Confirm password →

Clients can edit their password from their My Profile tab.

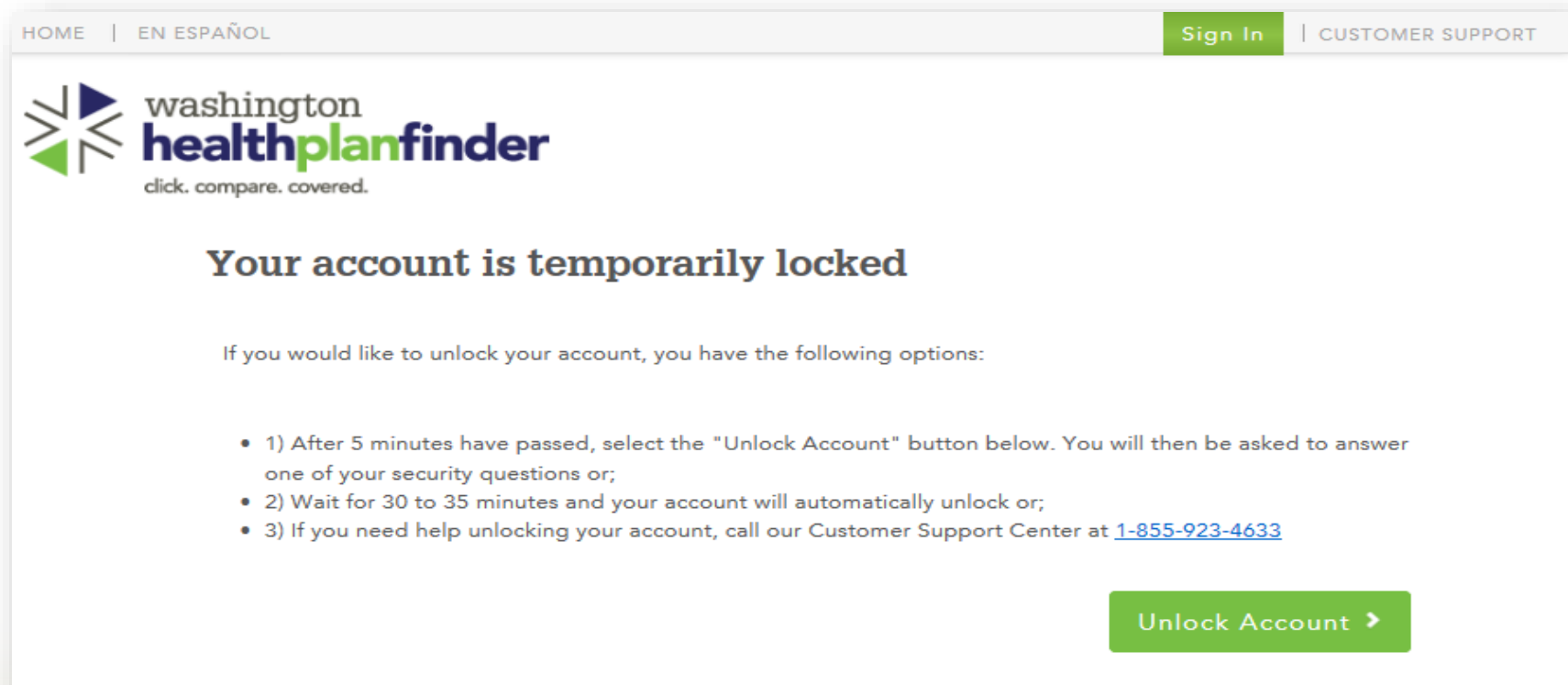
In the Change your Password Page, inputting the client's old password is not required.

Edit password screen will support updated password rules.


**Locked Account**

# Account Locked Messaging

When an account is temporarily locked, a message and unlock options appear.



HOME | EN ESPAÑOL Sign In | CUSTOMER SUPPORT

 **washington  
healthplanfinder**  
click. compare. covered.

## Your account is temporarily locked

If you would like to unlock your account, you have the following options:

- 1) After 5 minutes have passed, select the "Unlock Account" button below. You will then be asked to answer one of your security questions or;
- 2) Wait for 30 to 35 minutes and your account will automatically unlock or;
- 3) If you need help unlocking your account, call our Customer Support Center at [1-855-923-4633](tel:1-855-923-4633)

[Unlock Account >](#)



# Account Locked Messaging


If the user is locked out of their account they can:

- Wait one minute and select the Unlock button to unlock the account (while the system message displays five minutes, the system recognizes their account is locked after one minute).
- Wait for 30-35 minutes and their account will automatically unlock.
- Contact the HBE call center for immediate assistance.
- Account worker or privileged user should follow their account unlock procedures, which can be found in the Cross Agency/Program Guide.

# WAPlanfinder

# WAPlanfinder Update

Change Password

New Password 

WEAK

✘ At least 8 characters

**Other password requirements:**

! Do not use any previous passwords.

**Change Password**

The latest version of the WAPlanfinder app is 2.2.

After 5.2 release clients should verify they have the current WAPlanfinder version.

The app mirrors changes made in Washington Healthplanfinder.

# Resources

# Resource Information

## **HCA Training & Education Resources**

<http://www.hca.wa.gov/free-or-low-cost-health-care/apple-health-medicaid-coverage/stakeholder-training-and-education>

## **Cross-agency Desk Aid**

[http://www.hca.wa.gov/assets/free-or-low-cost/customer\\_support\\_center\\_referrals.pdf](http://www.hca.wa.gov/assets/free-or-low-cost/customer_support_center_referrals.pdf)

## **HCA Community-Based Specialists**

[http://www.hca.wa.gov/assets/free-or-low-cost/community\\_based\\_staff\\_contact.pdf](http://www.hca.wa.gov/assets/free-or-low-cost/community_based_staff_contact.pdf)

## **Contact your local HCA Area Representative:**

[http://www.hca.wa.gov/assets/free-or-low-cost/area\\_representatives.pdf](http://www.hca.wa.gov/assets/free-or-low-cost/area_representatives.pdf)