



PROVIDER ALERT

PROVIDERCONNECT AND INTELLIGENCECONNECT PASSWORD SYNCHRONIZED

FEBRUARY 2, 2012

ValueOptions® is committed to maintaining the security and confidentiality of our member information. On December 10th, 2011, we implemented an enhanced password security function within ProviderConnect that further protects the information made available to you via the internet.

Please note that there may be a delay of up to one (1) day before your password is synchronized between ProviderConnect and IntelligenceConnect (i.e. - the “Reports” system accessed through ProviderConnect).

As a reminder, the enhanced ProviderConnect password security requirements are as follows:

1. Passwords will be case sensitive and will need to be between 8 and 20 characters in length.
2. Your password will need to include all of the following:
 - a. At least one number,
 - b. At least one upper case letter,
 - c. At least one lower case letter, and
 - d. At least one of the following special characters (! # \$ ~).



3. Passwords may not contain spaces.
4. You must change your password every 90 days. The ProviderConnect application will prompt you to change your password once it has expired.
5. The ProviderConnect application will not allow you to reuse any of your last 10 passwords.
6. ProviderConnect will disable your account after four unsuccessful login attempts within a ten minute timeframe. Should you disable your account, you will not be granted access to your ProviderConnect account for a period of ten minutes. After the ten minute timeframe has lapsed, you may then login to ProviderConnect with your correct password.

For more detailed information on how to update your ProviderConnect on-line profile, including changes to your password, please consult page 102 of the ProviderConnect User Guide online at:

http://www.valueoptions.com/providers/ProviderConnect/ProviderConnect_External_Users_Guide3.pdf.