Get Ready for MITS!
Go Live Date: August 2, 2011

MITS Account User ID's and Password Maintenance

Do you know the criteria for creating User IDs and passwords in the MITS Web Portal?

Do you know what to do if you forget your ID and password?

The Medicaid Information Technology System (MITS) Web Portal is a secure website. To gain access to it, each account administrator and agent must create a unique User Identification (ID) and password, and have a valid email address. This is necessary for the protection of recipient protected health information (PHI), as well the protection of provider information, such as financial data.

To maintain the security and integrity of the MITS Web Portal, administrators and agents will be required to update their passwords every 30 days.

User ID Criteria

Minimum of 6 characters in length

- Maximum of 8 characters in length

- Must have exactly 1 number (not more than one or less than one; just one number)

Exclusions

Using any of the following will result in the error message "invalid user id" when attempting to log on to the MITS Web Portal:

- No special characters (for example: @ & %)

- No single or double quotation marks

Password Criteria

- Minimum of 8 characters in length
- Maximum of 15 characters in length
- Minimum of 1 alpha character
- Minimum of 1 numeric character
- Maximum number of times a specific character can be used: 6

- Cannot be the same as your User ID
- Cannot repeat any of your last 12 passwords
- Passwords are case-sensitive

Email Criteria

A valid email address is required. This is how you will be reached for password resets or forgotten User IDs or passwords.

Your email address cannot exceed 50 characters.

Forgot your User ID?

From the Provider Sign In screen, place your cursor over the hyperlink **"Forgot User ID."** If you hold the cursor over the link, the system will display information showing who is authorized to release the User ID.

You will then need to contact the authorized person listed to obtain your User ID.

Forgot your password?

From the Provider Sign In screen, click on the hyperlink **"Forgot Password."** You will be asked three security questions that were specified when the account was initially created.

After you successfully answer the challenge questions, a password change request will be initiated. You will then receive an email notification instructing you how to create a new password.

Create a new password and enter it a second time to confirm.

Locked Passwords/Password Reset

MITS will allow you three attempts to enter your User ID and password correctly. After three unsuccessful attempts, the account will be locked, and the password will need to be reset. Providers and account agents should contact MITS Provider Services at 1-800-686-1516. Once the password is reset, you will be sent an email explaining how to create a new password.

Create a new password and enter it a second time to confirm. Remember that passwords are case-sensitive.

Provider Readiness Release   12.0   07/19/11

Expired Passwords

MITS passwords will expire every 30 days in order to maintain the security and integrity of the system. Every 30 days, a notification saying **"Your password has expired please enter a new one now"** will appear on the screen during the log-in process.

Create a new password and enter it a second time to confirm. Remember that passwords are case-sensitive. **Note:** For provider accounts and agent accounts initialized during the early registration period, passwords will not expire until August 14, 2011.

Remember to keep informed and keep in touch

These informational releases are designed to provide you with ongoing insight into some of the changes that will happen when MITS goes live. We appreciate all you do to provide quality services to Ohio's Medicaid recipients! ODJFS is committed to working closely with you during the transition and the successful implementation of our new MITS. For the most up-to-date information about the MITS Web Portal, as well as information on MITS functionality, tools, training and how the replacement system will impact you as a provider, go to
http://jfs.ohio.gov/mits/index.stm

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