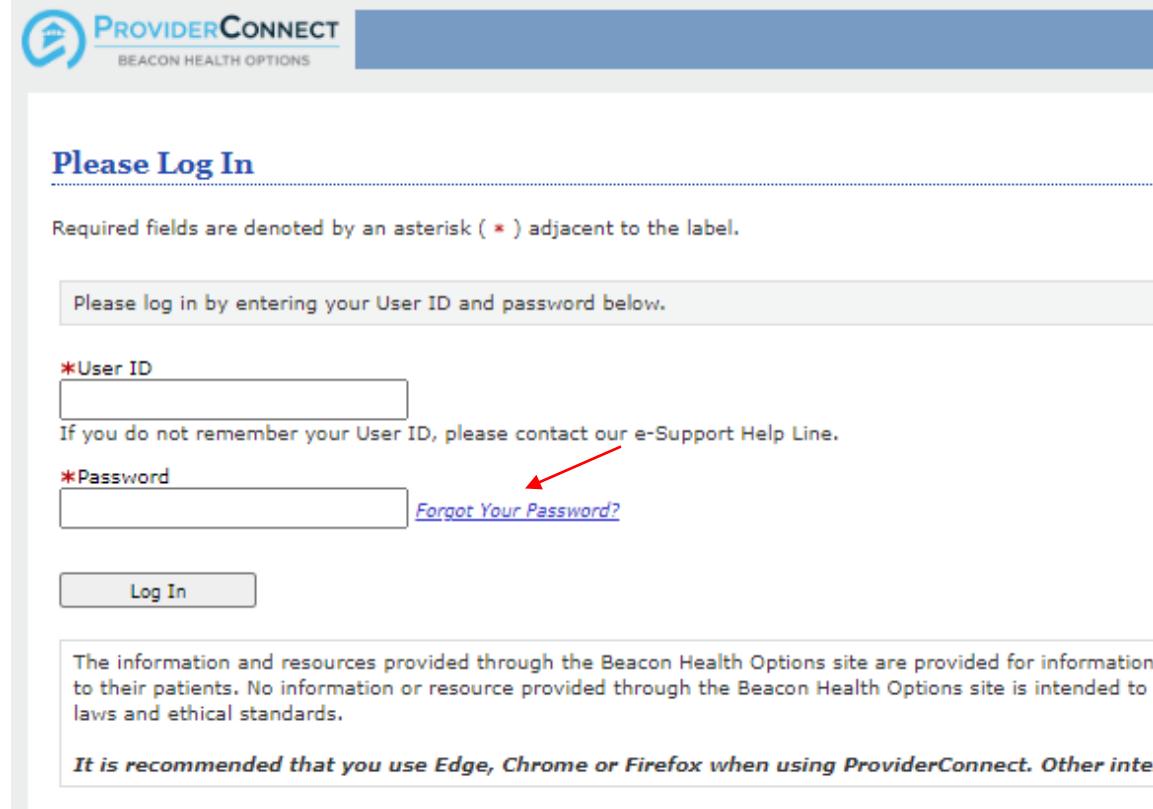


I'm locked out of ProviderConnect? What should I do?

There are two ways to access your ProviderConnect password when you are locked out. Please review the below step-by-step instructions on how to reset your ProviderConnect password online.

1. From the Homepage, select ***Forgot Your Password?***



The screenshot shows the ProviderConnect login page. At the top, the logo 'PROVIDERCONNECT BEACON HEALTH OPTIONS' is visible. Below it, a blue header bar contains the text 'Please Log In'. The main content area is titled 'Please Log In' and contains the following text: 'Required fields are denoted by an asterisk (*) adjacent to the label.' A note says 'Please log in by entering your User ID and password below.' Below this is a 'User ID' input field with an asterisk. A note below it says 'If you do not remember your User ID, please contact our e-Support Help Line.' A 'Password' input field with an asterisk is shown, with a red arrow pointing to the 'Forgot Your Password?' link next to it. A 'Log In' button is at the bottom. A disclaimer at the bottom states: 'The information and resources provided through the Beacon Health Options site are provided for informational purposes only. They are not intended to be a substitute for professional medical advice, diagnosis, or treatment. Always seek the advice of your physician or other qualified health providers with any questions you may have regarding a medical condition. Never disregard professional medical advice or delay in seeking it because of something you have read on this site. Beacon Health Options does not discriminate on the basis of race, color, national origin, sex, disability, or age in its programs and activities. Beacon Health Options is an equal opportunity employer. Beacon Health Options is a registered trademark of Beacon Health Options, Inc. © 2012 Beacon Health Options, Inc. All rights reserved.' A note at the bottom also says 'It is recommended that you use Edge, Chrome or Firefox when using ProviderConnect. Other internet browsers may not support all features of the site.'

2. Enter in your User ID. Select **submit**.



To protect your personal information, your password has been encrypted in our files. A n

Please enter your User ID in the field below and click the Submit button.

***User ID**

Submit

For assistance with any technical problems (such as connecting to or accessing the site)

3. Your secret question will display at the top of the screen. You will enter the answer in the first box, and create a new password following. Type the password again to confirm, and select submit.

If you do not know the answer to your secret question, you can click the provided link on the screen to have a secure link sent to the email address on file.



Forgot Your Password?

Here is the secret question that you submitted when you registered:

What does CT stand for?

Please enter the answer to this question and your new password in the fields below. If you forgot a Click [here](#) to have password reset instructions sent via email.

*Required fields are denoted by an asterisk (*) adjacent to the label.

*Answer to Secret Question?

*New Password

Password must be between 8 and 20 characters long, must contain at least one number (0-9)

*Confirm New Password

User Agreement

By selecting Submit below, you agree to hold your user name and password confidential, not to share your authorization, please call e-Support Services immediately at 1-888-247-9311.

If you have trouble with the above process, you can call CT BHP for a reset. Dial 1-877-552-8247 and ask for a Provider Relations Representative for a ProviderConnect password reset.

Please note: If you do not log into the ProviderConnect system at least once every 30 days, you will be asked to create a new password on your next log in attempt.