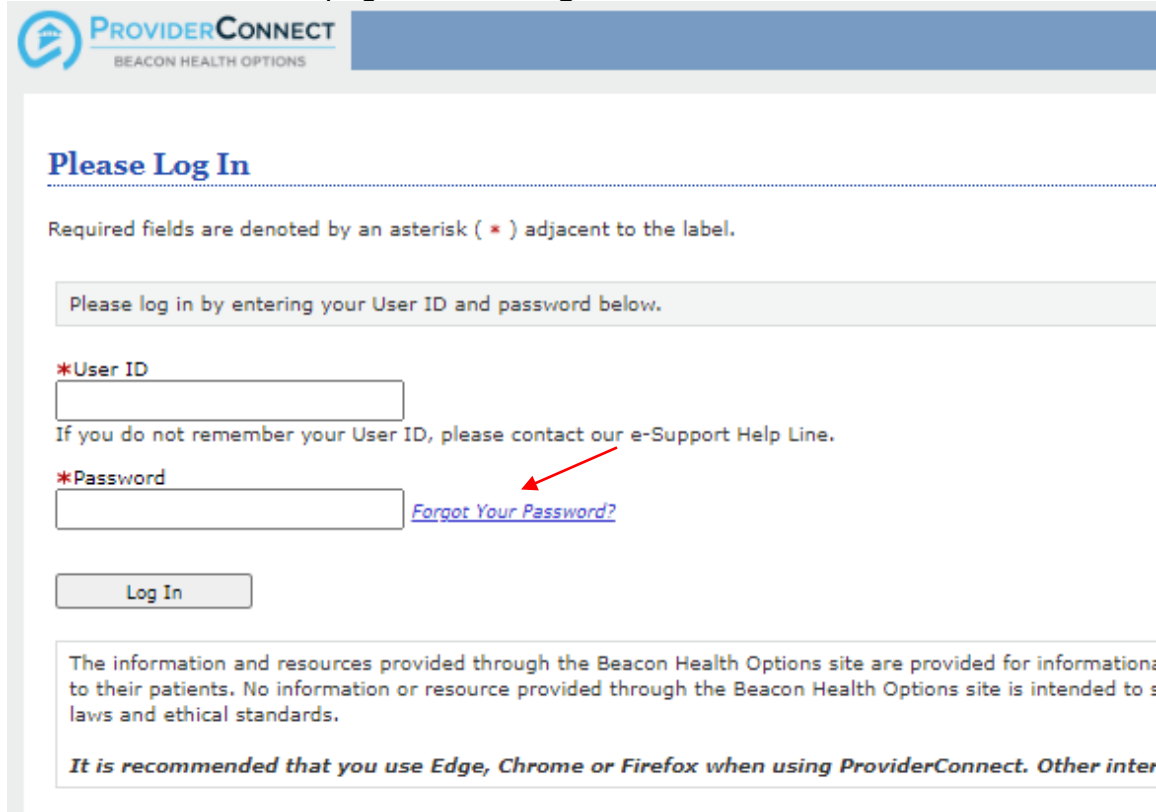


I'm locked out of ProviderConnect? What should I do?

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 interface. At the top is the logo for PROVIDERCONNECT BEACON HEALTH OPTIONS. Below the header is a section titled "Please Log In". A note states: "Required fields are denoted by an asterisk (*) adjacent to the label." There is a grey box with the text: "Please log in by entering your User ID and password below." Below this are two input fields. The first is labeled "*User ID" and is empty. Below it is a link: "If you do not remember your User ID, please contact our e-Support Help Line." The second input field is labeled "*Password" and is also empty. To the right of the password field is a blue underlined link "Forgot Your Password?". A red arrow points from this link to the text in step 1 of the instructions. Below the input fields is a "Log In" button. At the bottom, there is a disclaimer: "The information and resources provided through the Beacon Health Options site are provided for information to their patients. No information or resource provided through the Beacon Health Options site is intended to be used in place of medical advice, diagnosis, or treatment. Please consult your healthcare provider for more information." Below the disclaimer is a recommendation: "It is recommended that you use Edge, Chrome or Firefox when using ProviderConnect. Other internet browsers may not work properly."

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.

 **PROVIDERCONNECT**
BEACON HEALTH OPTIONS

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 : 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.