

To: MHC Practice Connect® Users

From: MHC IT Department

RE: Sign on changes coming to Practice Connect® effective 2/20/2020

Date:

Multi-factor Authentication Coming Soon to Practice Connect®

In the coming months, we'll be transitioning the way you log into Practice Connect® by using a new, more secure way to verify your identity. This new way of signing into Practice Connect® is called **Multi-factor Authentication (MFA)**.

What is Multi-factor Authentication?

Passwords are becoming increasingly easy to compromise. They can be stolen, guessed, and hacked. We must take additional security measures to protect our valuable patient information. MFA is a security enhancement that requires the use of a unique email address to grant account access. This additional method of identity verification protects both your account as well as the data accessed through Practice Connect® from unauthorized use and fraud.

What is Optum ID and its registration requirements?

Optum ID is the mechanism Monarch will use to deliver a secure, centralized account management solution that enables you to reset your password, recover your account, and maintain your profile, eliminating the need for you to contact Monarch for these new, self-service features.

Please note- Optum ID requires a UNIQUE EMAIL ADDRESS to complete the registration. We strongly recommend for all offices to start thinking about what email addresses will be used to verify a Practice Connect® user's identity. Each Practice Connect® user should have their own, unique email address. If you do not currently have a company email address, please contact your office manager/administrator to inquire about the best way for you to obtain a unique email address for Optum ID verification.

How will this affect me?

Monarch will be implementing Multi-Factor Authentication to the provider network on a ROLLING BASIS. **You do not need to set up an Optum ID until you receive notification and additional instructions.** However, on or after 2/20/2020, you will notice a change to the Practice Connect® Login in screen. You will be able to continue to access Practice Connect® with your current User Name and Password (or set up your Optum ID in advanced of your scheduled timeframe) through the following steps:

- Currently, when you sign on to Practice Connect®, the User Name and Password are on the same screen. (See below)

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Practice Connect® Login 4.19.0

Please type your user name and password in the section below.

User Name :

Password :

Login

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- **Effective 2/20/2020 you will notice a new look to the log-in screen when signing on to the system.**

1. You will first be asked for your Practice Connect® user name, then click “Next”.

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Practice Connect® Welcome 4.21.0.2.6

Please enter your Practice Connect user name below

Why does this screen look different? Click [here](#) for more information.

User Name :

Next

Already migrated to Optum ID? Click [here](#) to use your newly created Optum ID for Practice Connect authentication.

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Note: “Already Migrated to Optum ID?” is reserved for those who have already completed the migration process. This will be used at a later time.

2. A second box will be displayed asking for your password. Enter your Practice Connect® password and click “Sign In” to proceed directly to Practice Connect®.

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Practice Connect® Welcome 4.21.0.2.6

Please enter your password below
Why does this screen look different? Click [here](#) for more information.

User Name :

Password :

Click [here](#) for information on migrating to Optum ID.

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Note: “Migrate to Optum ID Now” is provided as an option if you would like to migrate your account in advance of your scheduled timeframe. Click on the instructions for a walkthrough on obtaining your Optum ID or click on “Migrate to Optum ID Now” and follow the step-by-step instructions to set up your new Optum ID.

Next Steps

This new change is the first part of Monarch’s effort to provide a more secure platform for the user and the system. In the coming months, you will be receiving instructions on when your Practice Connect® account will be migrated. If you have any questions, please reference the FAQ section in Practice Connect® Information Library.

You may also contact your local Monarch IT staff or Provider Relations Representative at the phone numbers below:

IT Service Desk: 949-923-3333

Provider Relations Team:
South Orange County 949-453-4150
North Orange County 949-453-4151