



PROVIDER QUICK TIPS

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PROMISE™ New Internet Portal

The Department of Human Services and Office of Medical Assistance Programs continue their efforts to improve and enhance web site functionality. The PROMISE™ Internet Portal is being redesigned to conform to a more modern look and feel. The new Portal will provide enhanced security and additional messaging capabilities. The redesign is also in preparation for the ePrescribing functionality that will be implemented August 7, 2010.

Registration Required

Providers who have not registered or are inactive within the current version of the PROMISE™ Internet will be required to register. New PROMISE™ Internet users must acknowledge and agree to the User Agreement before access will be granted to the Portal. Current active PROMISE™ user profiles will be migrated during the launch of the new Portal. Upon initial logon to the new Portal, current PROMISE™ users will be required to verify their account information and complete some additional security information.

Internet registration will incorporate enhanced security features and will have a new look. The process will feature a graphical starting point for registration that presents a distinct icon and descriptive text for each user role that may be chosen.

Enhanced Security

The new PROMISE™ Internet Portal login process will use advanced security features that align with industry standards for preventing such risks as “phishing”, where a malicious website pretends to be a legitimate one, and other forms of Internet hacking. These measures make PROMISE™ even more secure for use in public environments.

The new PROMISE™ Internet Portal will also provide enhancements to existing “Forgot User ID/Password” functionality. After several unsuccessful logon attempts, providers will be locked out of their account, so they are encouraged to use this enhanced functionality to avoid having to call for a password reset.

The new PROMISE™ Internet Portal will store and display additional information regarding alternate accounts. The additional information will allow alternates to be sorted by name, offering an enhanced visual experience. The Portal will allow for the same alternate to be easily configured to multiple providers by entering the alternate’s ID number.

Existing PROMISE™ Claims and Recipient Eligibility functionality remains untouched, although ePEAP will now display in a separate browser window with an updated look and feel.

Next Steps

The new Internet Portal will provide enhanced security and additional messaging capabilities. A new eLearning course will be available and providers may also register for one of six teleconference training. Watch for the launch of the new PROMISE™ Internet Portal on August 7, 2010.

For additional information, go to the **PROMISE™** Web site at <http://promise.dpw.state.pa.us>.

**Thank you for your service to our Medical Assistance recipients.
We value your participation.**

Check the Department of Human Services’ Web site often at: www.dhs.pa.gov