Commonwealth of Massachusetts
Executive Office of Health and Human Services
Office of Medicaid
600 Washington Street
Boston, MA 02111
www.mass.gov/masshealth

MassHealth

**MassHealth
All Provider Bulletin 198
December 2009**

TO: All Providers Participating in MassHealth

FROM: Terence G. Dougherty, Interim Medicaid Director

RE: **Password Expiration and Reset for EVSpc**

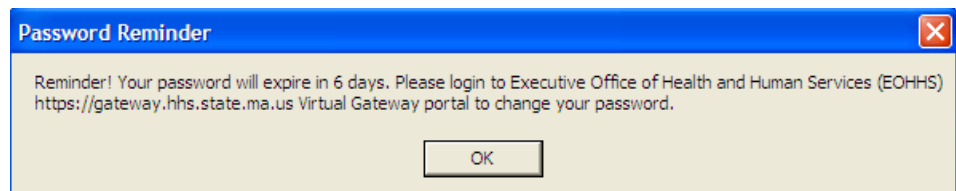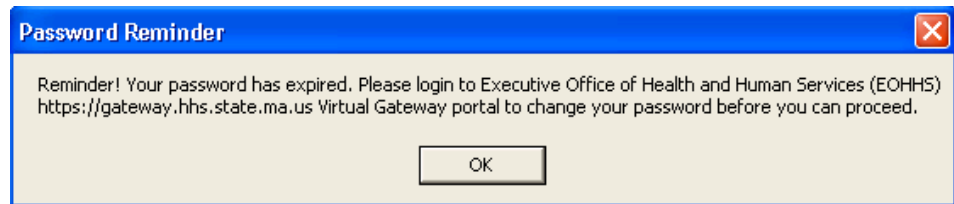|	
Background	Effective the week of November 17, 2009, user passwords for the Eligibility Verification System (EVS) accessed via EVSpc software will begin to expire. Users will be required to reset their password every 90 days. The purpose of this bulletin is to describe how passwords may be updated.
EVSpc Update	Beginning the week of November 17, 2009, an updated version on EVSpc will be available for download at www.mass.gov/masshealth. Click on Information for MassHealth Providers > New Medicaid Management Information System (NewMMIS) and the Provider Online Service Center (POSC) > Need Additional Information or Training? > Information and Software for Electronic Transactions. Users of EVSpc are required to download the new version of the software. See the attached EVSpc Version 4.10 Software Upgrade Guide for information on how to download the new version of the software.
New Reminder Messages on EVSpc	When logging on to EVSpc, a new reminder message box will display, indicating the number of days left before the password is due to expire or has expired. If the password is due to expire within 15 days or less, the following message box will display:

Password Reminder

Reminder! Your password will expire in 6 days. Please login to Executive Office of Health and Human Services (EOHHS) https://gateway.hhs.state.ma.us Virtual Gateway portal to change your password.

OK

New Reminder Messages on EVSpc (cont.)

When the user clicks on the "OK" button from the new reminder message box, the software will display the Main Menu as it does today. Upon expiration of a password, the user's account will be locked and no activity will be permitted until the user has logged onto the Virtual Gateway and their password has been updated.

The following message will display in EVSpc when a user's password has expired:

Password Reminder

Reminder! Your password has expired. Please login to Executive Office of Health and Human Services (EOHHS) https://gateway.hhs.state.ma.us Virtual Gateway portal to change your password before you can proceed.

OK

Note: Passwords cannot be changed via EVSpc.

Resetting an EVSpc Password

To change a password via the Virtual Gateway:

1. Log onto the Virtual Gateway using the URL provided in the message.
2. Once logged in to the Virtual Gateway, the user will be prompted to the "Change Password" page, where you will enter the new password. **Note:** Virtual Gateway password requirements are posted on this page.
3. Enter the password a second time to confirm.
4. Click the "Change Password" button in the lower left corner of the page.
5. The new password will be activated instantly.

Note: Passwords cannot be changed via EVSpc.

Questions

If you have any questions about the information in this bulletin, please contact MassHealth Customer Service at 1-800-841-2900, e-mail your inquiry to providersupport@mahealth.net, or fax your inquiry to 617-988-8974.

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EXECUTIVE OFFICE OF HEALTH AND HUMAN SERVICES

MassHealth EVSpc Version 4.10
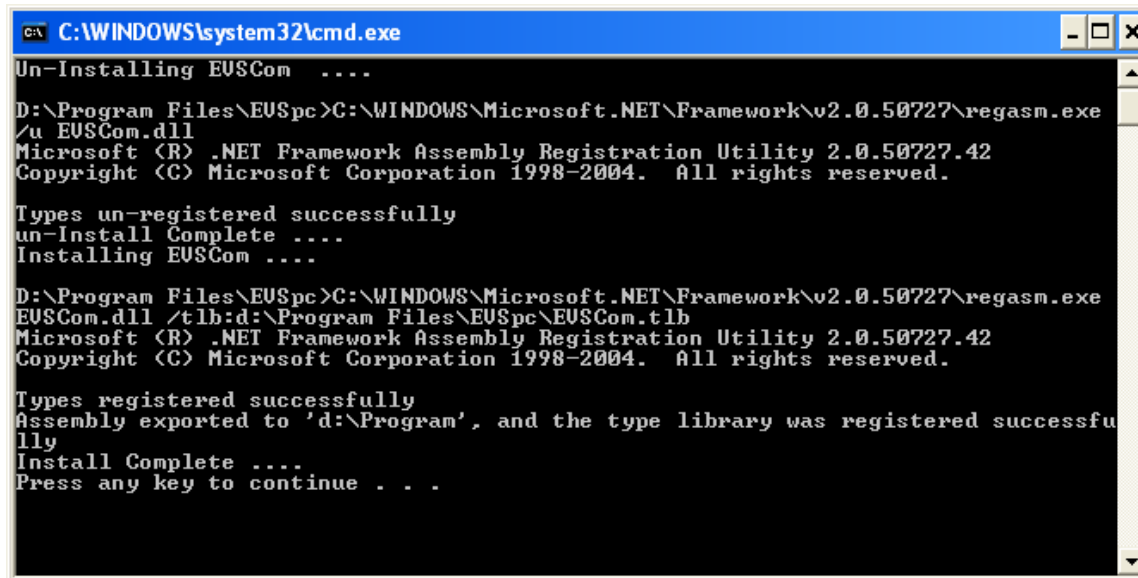
Software Upgrade Guide

December 2009

EVSpc 4.10 Software Update Guide

Please download EVSpc 4.10 Upgrade zip file and save it to your temporary directory on your local drive. Then follow the steps below to upgrade your installed version of EVSpc and EVScall software with the new version.

1. Unzip the "EVSpc 4.10 Upgrade.zip" file and extract all the files to your EVSpc installed directory. This directory is usually located on C:\Program Files\EVSpc.

2. Search for the "EVSComRegister.bat" file under the EVSpc installed directory (C:\Program Files\EVSpc), then double click on the "EVSComRegister.bat" file to unregister the old version of EVSCom component and reregister with the new version of EVSCom component. A DOS Window will open as shown below.

```
C:\WINDOWS\system32\cmd.exe                                          _ □ ×
Un-Installing EVSCom  ....

D:\Program Files\EVSpc>C:\WINDOWS\Microsoft.NET\Framework\v2.0.50727\regasm.exe
/u EVSCom.dll
Microsoft (R) .NET Framework Assembly Registration Utility 2.0.50727.42
Copyright (C) Microsoft Corporation 1998-2004.  All rights reserved.

Types un-registered successfully
un-Install Complete ....
Installing EVSCom ....

D:\Program Files\EVSpc>C:\WINDOWS\Microsoft.NET\Framework\v2.0.50727\regasm.exe
EVSCom.dll /tlb:d:\Program Files\EVSpc\EVSCom.tlb
Microsoft (R) .NET Framework Assembly Registration Utility 2.0.50727.42
Copyright (C) Microsoft Corporation 1998-2004.  All rights reserved.

Types registered successfully
Assembly exported to 'd:\Program', and the type library was registered successfu
lly
Install Complete ....
Press any key to continue . . .
```
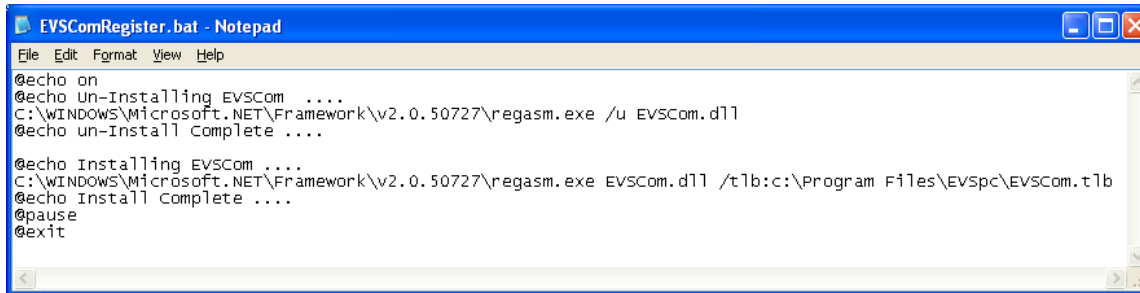
Verify that the message "Types registered successfully" appears in your DOS Window, as shown. Then press Enter to close the DOS Window. Now EVSpc 4.10 Upgrade is complete and you can begin to submit transactions from EVSpc software.

Please Note: If you encounter any problems, contact MassHealth Customer Service at 1-800-841-2900.

Note: If for any reason your EVSpc software is installed in another drive, please follow the steps below after you unzip the "EVSpc 4.10 Upgrade.zip" file as indicated above.

Search for the "EVSComRegister.bat" file under the EVSpc installed directory (C:\Program Files\EVSpc), then open the "EVSComRegister.bat" file and change the local drive letter from "C:\Program Files\ EVSpc\EVSCom.tlb" to "**X**:\Program Files\ EVSpc\EVSCom.tlb," where **X** is the drive letter. EVSpc software is installed (see screen shot below). Once the drive letter has been changed, save and close the file. Follow step 2 above to complete the upgrade process.

```
EVSComRegister.bat - Notepad
File  Edit  Format  View  Help
@echo on
@echo Un-Installing EVSCom  ....
C:\WINDOWS\Microsoft.NET\Framework\v2.0.50727\regasm.exe /u EVSCom.dll
@echo un-Install Complete ....

@echo Installing EVSCom ....
C:\WINDOWS\Microsoft.NET\Framework\v2.0.50727\regasm.exe EVSCom.dll /tlb:c:\Program Files\EVSpc\EVSCom.tlb
@echo Install Complete ....
@pause
@exit
```