

Enhanced Security for the Vermont Voice Response System

HIPAA legislation requires additional security enhancements for the Vermont Voice Response System (Malcolm). Users accessing the system are now required to enter a four digit PIN in addition to the provider number currently required. This new feature further safeguards the privacy of users by granting system access only to those with valid PIN/provider number combinations.

Creating your PIN is a simple process. You need only call the VRS at 800-925-1706 and follow the prompts that will direct you through the necessary steps for PIN creation. You can change your PIN at anytime but you will be required to change it every ninety days. The VRS system will remind you when it is time to change your number and direct you through that process.

Additional questions can be directed to Provider Services at: 802-878-7871 or 800-925-1706.

CALLING TO CREATE YOUR PIN NUMBER

When you call the VRS, you will hear the following prompts:

“Please enter your seven-digit Medicaid provider number followed by a pound sign”.

You have two attempts to enter a valid provider number. If you enter an invalid number on your first attempt, you will hear:

“Invalid provider number”

If you enter an invalid provider number on your second attempt, you will hear one of the two following messages, depending on whether it is during business hours, after hours, or on a holiday:

“Invalid provider number. We are sorry, you have not entered the required data at this step. If you would like assistance from an EDS representative – press zero.”

“We’re sorry, provider number (xxxxxxx) is not authorized. For assistance from an EDS representative, please call back between 8:00 AM and 5:00 PM except weekends and holidays, and we will be happy to assist you”.

If your provider number is valid, you will be asked to:

“Enter your four-digit PIN followed by a pound sign”.

To create your PIN number – enter 9999 - pound sign – you will hear

“Wait while your PIN number is verified. The Pin value you have entered – 9999 - has expired. You will need a new PIN number before preceding. Please enter a new 4 digit Pin number that is different from your previous PIN number and is not all the same (e.g. “1111”) followed by the pound sign.

Please wait while your Pin # is updated. Your PIN number has been successfully changed. Your new PIN # is XXXX. Please write this number down for future use.”

You will then return to the following options: **“For eligibility verification, press 1, For service limits, press 2....**

*It is important to remember that you have **three attempts** to enter a valid PIN number. After the third failed attempt, your number will be suspended and will need to be re-set by a representative of EDS.*

If the provider/PIN number combination that you have entered is invalid, and is your first or second attempt of the three – you will hear:

**“We’re sorry, provider number XXXXXXXX with PIN XXXX is not authorized”
“Please enter your 7 digit provider number followed by a pound sign. Enter your 4 digit PIN number followed by a pound sign.”**

If, on your third attempt, your provider number/PIN number combination is still invalid, you will hear the following message depending on whether it is during business hours, after hours, or a holiday:

“We’re sorry, provider number (XXXXXXX) with PIN number (XXXX) has been suspended. Please hold for an EDS representative.”

OR

“We’re sorry, provider number (XXXXXXX) with PIN number (XXXX) is not authorized. For assistance from an EDS representative, please call back between 8:00 AM and 5:00 PM except on weekends and holidays and we will be happy to assist you.”

RESET PIN numbers:

When you have had your PIN reset by an EDS representative, you will create a new PIN number by entering 9999 – pound sign – you will hear

“Wait while your PIN number is verified. The PIN value you have entered – 9999 – has expired. You will need a new PIN number before proceeding. Please enter a new 4 digit PIN number that is different from your previous PIN number followed by the pound sign. Please wait while your PIN # is updated. Your PIN number has been successfully changed. Your new PIN # is XXXX. Please write this number down for future use.”

You will then be returned to the following options: **“For eligibility verification, press 1,**

Providers will be required to change their PIN numbers every 90 days. If you enter a PIN that has expired, you will be prompted to change your PIN with the following message:

“The PIN value you have entered has expired. You will need to enter a new PIN before proceeding. Please enter a new four-digit PIN, different from your previous PIN followed by a pound sign.”

REMEMBER

Valid PIN numbers must be four numbers (Cannot be all same e.g. 2222)

The new PIN number must be different from your expired number.

After entering your new PIN number, you will hear:

“Please wait while your PIN is being updated.”

If your new PIN number is accepted and successfully updated in the database, you will hear:

“Your PIN number has been successfully changed. Your new PIN is XXXX. Please write this number down for future use.”

A provider may change his PIN number before the 90 day expiration by choosing option # 4 – change PIN #. Once you have entered a new PIN number that is not the same as the previous or is not all the same number, e.g. 8888 – you will hear:

“Your PIN number has been successfully changed. Your new PIN is XXXX. Please write this number down for future use.”