

Community Based Teams-ePAS Log-In Issues

PROBLEM	WHO TO CONTACT
Forgot User ID/Password (1 st or 2 nd attempt)	<p>Use the ‘Forgot User ID/Password’ link under Portal login. It will take you to your security questions. If you can’t remember your Q&A, then you will need to contact ScreeningAssistance for PAH to reset password at:</p> <p>ScreeningAssistance@dmas.virginia.gov</p>
Need for UNLOCK (user tried to unsuccessfully log on 3 times).	<p>Organizational Administrator If the Organizational Administrator is not available then contact Web Support Helpline at 866-352-0496 (must indicate a need for UNLOCKING a locked account and OrgAdmin is unknown).</p> <p>*If you can’t remember your Password and security questions, then you will need to contact ScreeningAssistance for PAH to reset password at:</p> <p>ScreeningAssistance@dmas.virginia.gov</p>
If your Password was Reset by DMAS-PAH	Once DMAS-PAH resets your Password and you have accessed the portal, PLEASE go to the ‘Change Security Profile’ link under the Quick Links on the left on the home page after logging on and review your security questions to prevent future issues. You can update the questions, answers or just review.
Need for REACTIVATION (did not log in within 90 days)	<p>Organizational Administrator If the Organizational Administrator is not available then send to Web Support Helpline at 866-352-0496 or Screening Assistance can assist at:</p> <p>ScreeningAssistance@dmas.virginia.gov</p>
If you are the OrgAdmin and are experiencing issues	Web Support Helpline at 866-352-0496 or ScreeningAssistance@dmas.virginia.gov

*ePAS set for ALL localities (local DSS and VDH) must use the locality API. NOT billing NPI.

All account logins that have not had any activity within a 90-day period will be automatically de-activated. All account logins that have not had any activity within a 120-day period will be deleted.

Hospital Screening Team-ePAS Log-In Issues

PROBLEM	WHO TO CONTACT
<p>Forgot User ID/Password (1st or 2nd attempt)</p>	<p>Use the ‘Forgot User ID/Password’ link under Portal login. It will take you to your security questions. If you can’t remember your Q&A, then you will need to contact your PAH to reset your password. If you are unable to locate them contact- ScreeningAssistance@dmas.virginia.gov</p>
<p>Need for UNLOCK (user tried to unsuccessfully log on 3 times).</p>	<p>Organizational Administrator If the Organizational Administrator is not available then contact your PAH. If you are unable to locate your PAH then contact Web Support Helpline at 866-352-0496 but you must indicate a need for UNLOCKING a locked account and OrgAdmin/PAH is unknown.</p> <p>*If you can’t remember your Password and security questions, then the PAH role in your organization is the only one who can assist you with resetting your password.</p>
<p>If your Password was Reset by your PAH</p>	<p>Once your PAH resets your Password and you have accessed the portal, PLEASE go to the ‘Change Security Profile’ link under the Quick Links on the left on the home page after logging on and review your security questions to prevent future issues. You can update the questions, answers or just review.</p>
<p>Need for REACTIVATION (did not log in within 90 days)</p>	<p>Organizational Administrator If the Organizational Administrator is not available then contact your PAH. If your PAH is not available then contact Web Support Helpline at 866-352-0496 or Screening Assistance at: ScreeningAssistance@dmas.virginia.gov</p>
<p>If you are the Primary Account Holder or OrgAdmin and are experiencing issues</p>	<p>Web Support Helpline at 866-352-0496</p> <p>All requests to change/update a provider’s Primary Account Holder must be submitted via paper submission only using the “PAH” form. The DMAS Provider Helpline will no longer be able to make changes to a primary account holder’s information.</p>

The "PAH" forms have been updated and are available at:

<http://www.viriniamedicaid.dmas.virginia.gov>.

All account logins that have not had any activity within a 90-day period will be automatically de-activated. All account logins that have not had any activity within a 120-day period will be deleted.