

## **MITTS ACCESS**

Following are solutions for common access problems:

### **Password Resets:**

If a provider needs to have a PASSWORD reset, which will address topics such as 'invalid credentials' and 'my administrator left so I need to set up a new one', the provider should call 1-800-686-1516 and select Option 1 for 'PASSWORD RESET'. The call volume for this queue has decreased considerably, so the wait should only be a couple of minutes.

### **Agent or Provider Not Found:**

If, after registering, a provider cannot see or find registered agents, or the exact opposite occurs in which the agents cannot see or find their provider on the drop down list, then the provider should call 1-800-686-1516 and select Option 3. When connected the provider will be speaking to an OHP operator who will transfer the call to a specific group of specialists assigned to handle these types of calls. If all specialists are busy, the provider will be asked to leave a voice mail and a specialist will call or email as requested by the provider.

### **Portal Pin Resets:**

If a provider needs to have a MITTS portal PIN reset, the provider needs to call 1-800-686-1516 and select Option 3. Once connected to an OHP operator, the provider should tell the operator that a PIN reset is needed. The OHP operator creates a written problem summary, or ticket, that is forwarded to HP. A member of the HP security team will then contact the provider to assist in resetting the PIN.