How To Update Enhanced Connection Password

To use when the log-in password for a payer using enhanced connection has timed out and needs to be updated.

Note: *these passwords must be changed on the payer provider portal directly <u>before</u> updating Clearwave, as it is the payer's provider portal that is expiring the passwords.*

The following characters are not allowed in an enhanced payer password, as they will deactivate the password and will not process: * ^ : ~

Direct Connection Password Change:

1. In the top right corner of your Clearwave portal, click on the middle icon that looks like a megaphone:
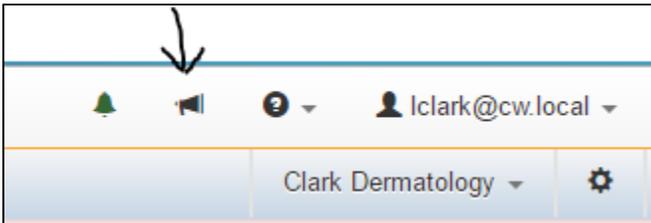
2. This will open a new window that will display all the payer notifications. The payer notification window will say "<u>(payer)</u> has an invalid login to the payer website. Click the payer name to update and re-enable the connection" if a payer needs a password update and will look something like this:
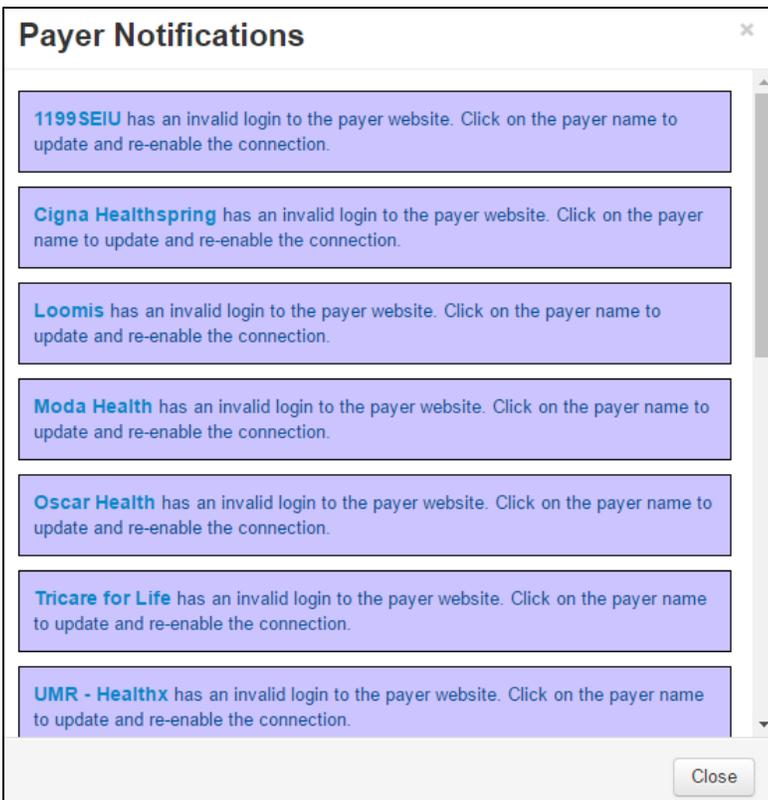
3. Clicking on the payer's name brings up a window like the below where you can update the password, select the 'Active' box, click save and the payer connection will be re-established.

Edit Payer Registration Credentials   ✕

Payer Username

test

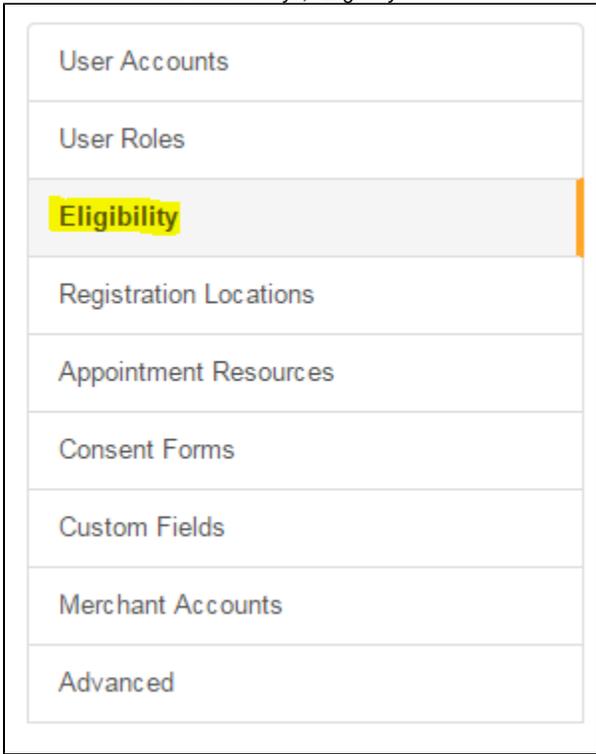Payer Password

test

Payer Credentials Active

☐ Active

Save   Cancel

OR - the below instructions provides an alternative way to keep track of these payer passwords

1. *Go to the Admin tab at the top of the page*

clearwave   ▤ Visits   ▥ Appointments   🔍 Patients   ✔ Eligibility   .ıl Reports   ⚡ Admin

2. *Select the tab on the left that says, "Eligibility"*

| User Accounts |
| User Roles |
| **Eligibility** |
| Registration Locations |
| Appointment Resources |
| Consent Forms |
| Custom Fields |
| Merchant Accounts |
| Advanced |

3. *Under the first tab, "Providers" is a list of the current providers associated with the account. Under the column, "Payer Registrations," there is a blue link labeled "Edit" with a parenthesis and the number of direct connection payers currently on file. Click on this link.*

Payer Registrations
Edit (9)
Edit (0)

4. *The payer that needs a password change will be highlighted in red, the rest will be green.*

TCC			False	True		Delete
Tricare for Life			True	True		Delete

5. *Clicking on the name of the payer will bring up the login information for that direct connection. The important fields here are the username, password, and making sure the boxes for "active" and "enabled" are checked. Don't forget to save your changes!*

TCC Payer Registration

Service Provider Number	
Payer Specific NPI	
Payer Specific Tax ID	
Payer Username	
Payer Password	
Payer Credentials Active	☑ Active
Use Enhanced Connection	☑ Enabled
	If enabled, the Enhanced Connection will be used if it is available.
Service Type Codes	Select Service Type Codes
	The service type codes selected here will be submitted in the eligibility request. If needed, select one service type code or multiple.

Save changes