

A L E R T

July 13, 2018

TO: All Providers Using a Software Vendor to Submit Claims to Medicaid

RE: Secure Web Portal Cipher Protocol Changes

On August 1, 2018, Medicaid will be making back-end changes to the Secure Web Portal that may affect a small number of providers who interface with the site using a third-party billing software. If you use a web browser to access the Web Portal, these changes should not affect you.

If you use a vendor billing software which interacts with Medicaid's Secure Web Portal, check with your software vendor to ensure that your software is able to use the **TLS 1.2** protocol. If your software is able to use this protocol, no changes should be necessary.

If your software is *not* able to use TLS 1.2, you will need to work with your vendor to make changes to utilize this protocol. Once changes are made, they can be tested in Medicaid's UAT test environment. For more information about accessing the UAT web portal as a Trading Partner, contact the EMC Helpdesk at 1-800-456-1242 or alabamasystemsEMC@dxc.com.

If your vendor software interacts with Medicaid's Secure Web Portal and is not updated to use TLS 1.2 by 08/01/2018, you will not be able to connect to the site.

If you or your vendor has questions about this change, email AlabamalCtesting@hpe.com or contact the EMC Helpdesk.