Client Announcement:
IP Address Validation Updates Coming

Summary:

Experian Health will enforce IP address validation at login by November 1, 2016. This change will prevent access to our products from unauthorized locations and is a precautionary measure that we are taking to enhance security for us and for our clients. IP address validation will be implemented for eCare NEXT, ClaimSource, and OneSource products for which your end users access through a web login. Note that our Address Verification clients are already using IP address ranges. Our goal is to coordinate these changes with our clients so that users logging in within your established IP range are not affected.

We recognize that many of our smaller client facilities and physician practices do not have a dedicated IT staff, and currently use dynamic IP addresses that are assigned by their Internet Service Provider (ISP) or carrier. Typically, a dynamic IP address is an IP address that is assigned by your ISP or carrier that may change from one week to the next, or is occasionally changed by your ISP or carrier to accommodate their subscribers.

Once Experian Health implements these new security protocols, managing these dynamic IP addresses may become problematic and even disruptive to your ability to process transactions.   In this regard, we want to encourage you to contact your Internet Service Provider or carrier to request a static IP address, that can be assigned to your account. By requesting and using a static IP address, you will insure that your account is secure without any interruptions in your service.

As necessary, once you have obtained a static IP address for your facility or practice, you should register your static IP address with Experian Health as to avoid any disruptions.
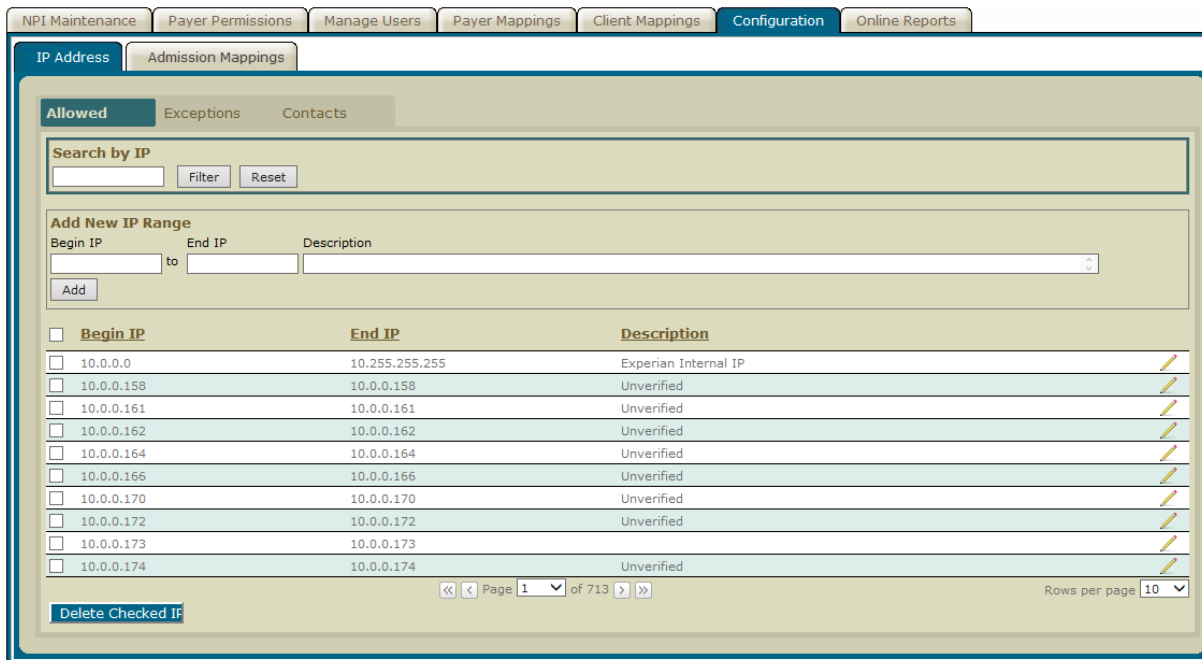
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How we need your help:

For your convenience, we have already loaded your most recently used IP addresses in our database and provided your super/self-service portal users access to add, delete, and edit IP ranges (see example below). We capture this list by client, and we are storing any IP address that has been used in the last 30 days.

Please verify the begin IP and end IP, ensuring that IP addresses for all of your locations are in range. Typically, a member of your network/IT team knows the outgoing (NAT'd) IP ranges from your organization. Our tool will accept this range, so there is no need for each user's IP address to be entered. We include a description field so that you can identify ranges for reference or auditing purposes (see the picture below). You can edit a range by clicking on the pencil icon and delete a range by clicking on the X icon. Add a new IP range by entering the beginning and ending IP and including a description (user name, department, location, etc.).

We now also have an IP exceptions tool available that will allow you to quickly and easily add IP addresses from your users that were blocked at login.

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If a user does try to access our products outside of the validated IP range, they will see one of the following errors. After our next development update, all three error messages will look like the OneSource error below. Clients can add to the security contacts list within the Self Service Portal so that a blocked user knows who to contact.

ONESOURCE ERROR

Your IP (76.72.187.217) has not been validated by the account associated with your user name.

This error is immediately reported to the security office associated with your account so that they can add your IP range to the validated addresses.

They will need to approve this request. Experian Health cannot add your IP address without an approval from someone at your account.

To see a list of contacts associated with your account, please click here.

Contact Name	Phone	Email
Ron Diaz	6152612678	ron.diaz@experianhealth.com
Customer Support		cat_tool@experianhealth.com

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NEXT BAR ERROR

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ECARE NEXT ERROR
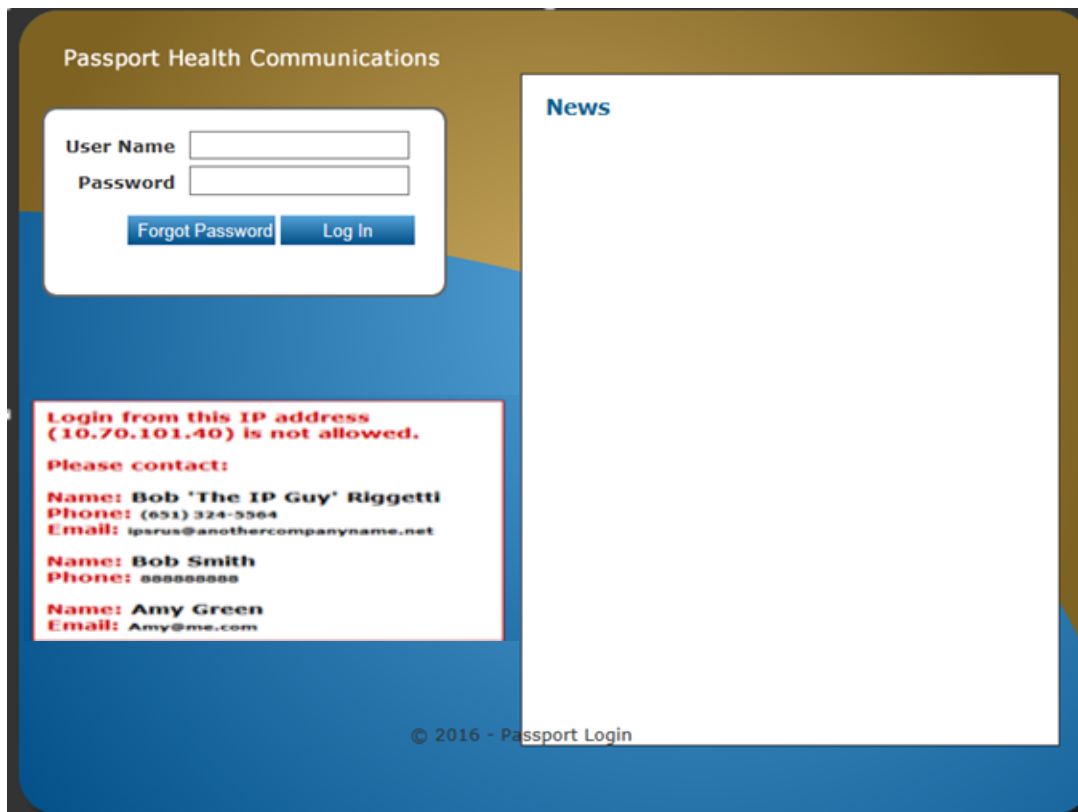
Note that the error message for the ClaimSource login page will look the same as the eCare NEXT error above.

What's next:

We are rolling out IP range restrictions to a pilot subset of our clients, followed by all others well in advance of the November deadline. You will receive further communication from us about the plan, timing and our available support during this change.

If your organization would like to switch over to only allowing validated IP address ranges now, please contact your Account Manager.

If you have questions about an IP range or need help configuring, please contact us at IPrestrictionhelp@Experianhealth.com.

Thanks for your assistance!