

TransUnion Healthcare Solutions Web Portal Log-in Guidelines

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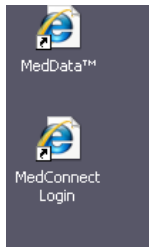
transunion.com

Before contacting TransUnion Healthcare Solutions Support about your login, please verify the following:

TO VERIFY YOUR DESKTOP ICONS AND FAVORITES LINKS

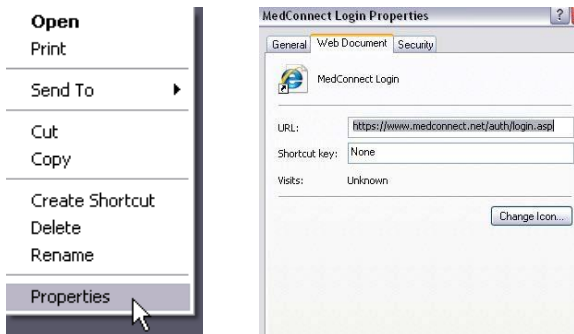
Please make sure you are using a link or shortcut icon that is bridging you to the correct website. You can verify this by doing the following:

Your current desktop shortcut may look like one of the following:



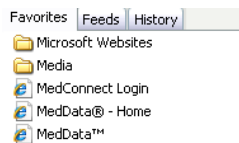
Right click on the icon – you will see a menu: Select **PROPERTIES**. The correct URL is www.meddatahealth.com.

If the URL on the properties screen shows www.medconnect.net you will need to **DELETE** this icon.



To Delete the Icon – Right click on the icon. Select **Delete** from the menu. You will be asked if you want to send the Icon to your Recycle Bin. Select **OK**.

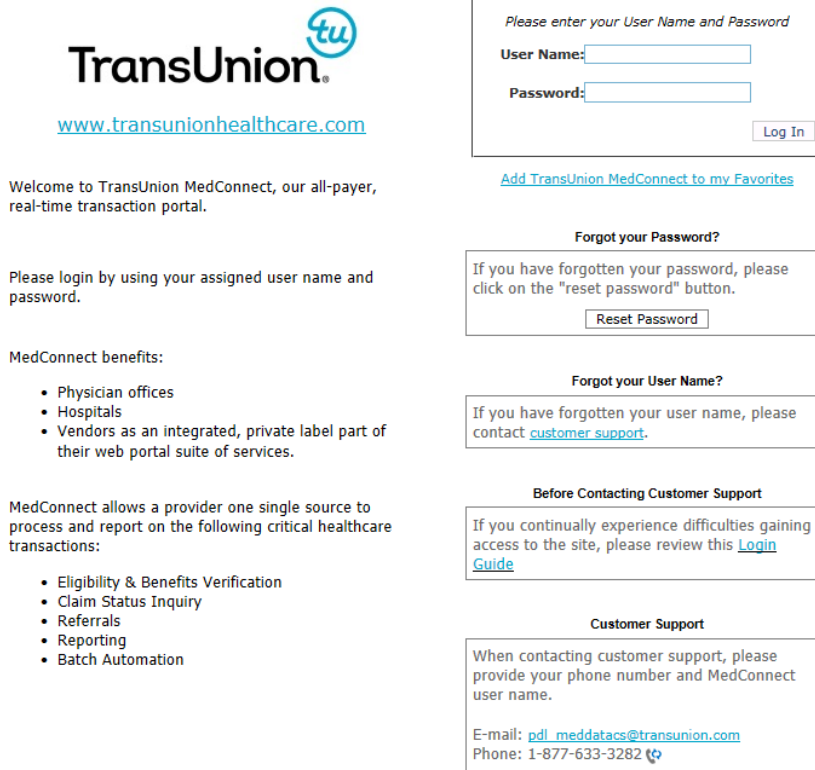
To verify and/or delete a Favorites Link - Follow the same steps to verify and/or delete any link you may have set up under your Favorites list on your browser:



Right click on link, select **Delete** from menu, select **OK** when prompted to confirm the deletion.

Once you have removed any Shortcut icons or Favorites links then you can open a new internet browser window and type in www.meddatahealth.com

You will see the following screen. Enter the user name and password in the spaces provided, then select LOG IN:



TransUnion
www.transunionhealthcare.com

Welcome to TransUnion MedConnect, our all-payer, real-time transaction portal.

Please login by using your assigned user name and password.

MedConnect benefits:

- Physician offices
- Hospitals
- Vendors as an integrated, private label part of their web portal suite of services.

MedConnect allows a provider one single source to process and report on the following critical healthcare transactions:

- Eligibility & Benefits Verification
- Claim Status Inquiry
- Referrals
- Reporting
- Batch Automation

Please enter your User Name and Password

User Name:

Password:

Log In

[Add TransUnion MedConnect to my Favorites](#)

Forgot your Password?

If you have forgotten your password, please click on the "reset password" button.

Reset Password

Forgot your User Name?

If you have forgotten your user name, please contact [customer support](#).

Before Contacting Customer Support

If you continually experience difficulties gaining access to the site, please review this [Login Guide](#)

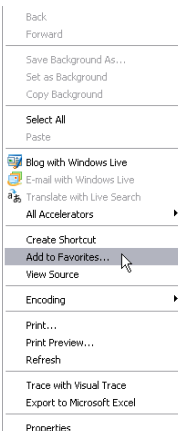
Customer Support

When contacting customer support, please provide your phone number and MedConnect user name.

E-mail: pdl_meddatacs@transunion.com
Phone: 1-877-633-3282

CREATING A NEW SHORTCUT OR FAVORITES LINK

You can create a new shortcut or Favorites link by placing the cursor near the top of the page near the user name and password entry field (do not place the cursor on any graphics on the page) and then **RIGHT click** on the mouse. You can select **Create Shortcut** or **Add to Favorites** from the menu.



This menu will appear after you right click on the mouse.

TIPS FOR PASSWORD ENTRY

- Please make sure that the CAPS LOCK button is OFF and the NUMBER LOCK button is ON. You should check your keyboard for these settings.
- You can also verify the password that you are trying to enter by typing it in the User Name text field. This will allow you to see the password and check it for accuracy. Once you verify the password, you can then copy and paste it to the password text field.

*Due to security risks and password management issues, the use of universal or shared logins is neither recommended nor permitted by TransUnion Healthcare Solutions. If you believe your login has been compromised or shared among others in your office, and you are not able to successfully reset your password, please have the office manager or supervisor contact us at: cs_meddata@transunion.com or call 877-633-3282.

CHANGING YOUR PASSWORD

For security purposes, your password is set to expire every **60 days**. A new password should be selected before the time allotted has expired.

To Change the Password

From the Home Page go to **My Password** click **CHANGE**. Enter a new password selection using the Rules listed in the Change Password window. Click on **CHANGE PASSWORD** to enter the new password selection.

OR

Go to **MY PROFILE** and select **Password Management**

PASSWORDS CANNOT BE VERIFIED BY PHONE UNLESS YOU ARE ABLE TO CORRECTLY IDENTIFY AT LEAST 90% OF THE PASSWORD WE HAVE ON FILE. IF YOU HAVE FORGOTTEN YOUR PASSWORD ENTIRELY, YOU CAN EMAIL cs_meddata@transunion.com AND REQUEST A PASSWORD REMINDER. YOUR EMAIL SHOULD INCLUDE YOUR FULL NAME, YOUR USER NAME, YOUR CLINIC NAME AND A NOTE THAT YOU NEED YOUR PASSWORD INFORMATION.

PASSWORDS CAN ONLY BE VERIFIED OR RELEASED TO THE INDIVIDUAL REQUESTING THEIR OWN PASSWORD INFORMATION. IF YOU DO NOT HAVE A PASSWORD ISSUED TO YOU UNDER YOUR OWN NAME PLEASE CONTACT YOUR MANAGER OR SUPERVISOR AND HAVE THEM SEND A LOGIN REQUEST FOR YOU. THE EMAIL CAN BE SENT TO cs_meddata@transunion.com AND MUST INCLUDE THE POSITION TITLE OF THE REQUESTOR, YOUR NAME, THE CLINIC NAME AND A NOTE THAT A NEW LOGIN IS NEEDED FOR THE PERSON INDICATED.

TransUnion reserves the right to disable, restrict or remove access without notice when a security risk is suspected or known to exist that may threaten the confidentiality of the protected data contained within any Transunion Healthcare Solutions product.