

RACF ID and Password Rules

RACF ID Passwords:

- * RACF ID **passwords** will expire every **30** days.
- * Providers will be prompted to change their password prior to the 30th day
- * If expired, a password expiration message will appear for CICS screen or TPX menu Users.
- * If you receive the password has expired message, you are required to enter a new valid password upon receiving this prompt in order to gain system access. Remember when creating a new password to follow the password rules outlined in your initial sign-on instructions letter.

RACF ID Password becomes revoked:

- * RACF ID passwords will be revoked after three (3) consecutive unsuccessful password attempts. If you key your password three (3) times incorrectly, you will receive the error message: USERID IS REVOKED – CONTACT THE HELP DESK.
In order to reset your password, you can do one of the following:
 - o If your Vendor connects you to the CICS sign-on screen, you must contact your Customer Contact Center to have your password reset.
 - PA Providers: 1-800-560-6170
 - MD/DC Providers: 1-866-488-0545
 - o If your Vendor connects you to the TPX sign-on screen, you will have the ability to reset your own password through the automated password reset.
 - o Refer to the [Provider Password Reset Instructions](#) for additional information.
- * You may also use one of the above methods for resetting a forgotten password.

RACF ID Revoked:

- * RACF IDs will auto revoke after **30** consecutive days of non-use.
- * If the RACF ID is revoked, the error message received for both CICS and TPX users will state: USERID IS REVOKED - CONTACT THE HELP DESK.
- * Providers must contact their Customer Contact Center to remove the revoked status.
 - o PA Providers: 1-800-560-6170
 - o MD/DC Providers: 1-866-488-0545

RACF ID Deletion:

- * RACF IDs will be permanently deleted after **90** consecutive days of non-use.
- * If the RACF ID is deleted, the message will state: USERID IS UNKNOWN TO THE ESM.
- * Providers must submit a **new** [RACF ID Request Form](#) to obtain a new RACF ID for FISS/HIQA access.