

June 19, 2018

Name

Address Line 1

Address Line 2

City

Province

Postal Code

Dear Provider:

Medavie is changing the requirements related to the password that is currently utilized for claims submission and MSI statement retrieval. In particular, the current software application is being enhanced to enforce minimum requirements for password size and complexity.

The individual or organization submitting your claims will need to reset their current password between July 15, 2018 and October 15, 2018. Instructions on how a submitter can change their current password to a complex password are attached. All current passwords will expire on October 15, 2018. If a password is not reset, a submitter will not be able to submit claims.

If a submitter contacts Medavie to have their current password reset on or after July 15, the submitter will be required to create a complex password. Similarly, a new submitter receiving a new password from Medavie will be required to take the necessary steps to create a complex password.

Please also do not hesitate to contact us if you have any questions regarding this implementation. We can be reached at msi_assessment@medavie.ca or 902-496-7011/toll-free 1-866-553-0585.

Sincerely,

Denise Pellerin
Manager, Program Services
Nova Scotia Provincial Programs