



Reminder - Multifactor Authentication (MFA) Coming Soon Provider Frequently Asked Questions

February 19, 2025

In March, HAP will require MFA to access the secure provider portal. As you may know, MFA is a security method that requires multiple forms of verification to access an account or application. It's another way to prove your identity.

Get Ready for MFA

You can get ready now for our implementation by ensuring your email address is correct. Offices should not be sharing email addresses as this will cause issues when MFA is implemented. If you need to update your email address, please refer to question 7 below.

Helpful Information about MFA Implementation

Below is some helpful information about this implementation. The questions/sections highlighted in red contain new or updated information since the last posting.

1. **Why is HAP implementing MFA?**

Added security for you and your HAP patients. MFA will also help with "forgot username" and "forgot password" functionality. You will be able to enter a code that is emailed to you or sent to your authenticator app instead of having to remember the answer to a challenge question.

2. **When will MFA be implemented?**

We anticipate go live in March 2025. Once MFA is live, the first time you log in you will have to enter a code that will be sent to your email address. After this initial authentication, you will be able to add either Microsoft or Google Authenticator as an option for future logins.

3. **What methods are available to authenticate?**

You can choose one or both methods below.

Option	Process
Email	Email will be sent to the email address in your profile.
Authenticator app	Option to download an authenticator app.

4. **Why can't I get a text or phone call to authenticate?**

Unfortunately, it's not available with phase one implementation. We are planning for that functionality in the future.

5. **Can I skip the process?**

No. Every time you log in, you are required to authenticate.

6. **Will my current HAP username and password need to change?**

No, however, please note:

- All users must have their own username for access to the portal.
- All usernames must be attached to a unique email address.
- Sharing of usernames may result in issues when MFA is implemented.

7. What will happen if we are sharing a username and email address when MFA is implemented?

If users are sharing a username and email address and attempt to log into the portal at the same time, there may be issues determining which emailed code to use.

We recommend that every user have their own username with their own email address. Note:

- If you need a new username, you can reach out to your ID Admin.
- If you need to update your email address, you can do that while you are in the portal. Just click on your name the upper right corner and select *Update Profile*.

8. Will I still have to MFA when I link to HAP CareSource from the HAP provider portal?

No.

9. Who can I call if I have trouble with MFA?

Provider Inquiry at (866) 766-4661.

Tips when MFA is live!

1. What do I do if I am not getting an email with the one-time passcode and my email address is correct?

Select "resend". If you still haven't received it, check your spam folder. The email is coming from noreply@hap.org.

2. What do I do if my account has been locked, and I cannot wait 30 minutes?

If you have entered the passcode sent to your email incorrectly and you have added authenticator app to your profile, you can login again and authenticate using the authenticator app instead.

If you have entered the passcode sent to your authenticator app incorrectly you can log in again and authenticate using your email instead.

If the above options don't work, you will need to wait 30 minutes and try again.

3. How can I add an Authenticator App

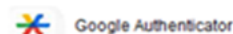
You can add authenticator app during the login process by selecting "Add Authenticator App" in the upper left-hand corner of the email passcode entry screen.

If you are already logged in to the provider portal, select *Update Profile* under your name, then select the *Authentication Methods* tab and choose "Add Authenticator."

4. What Authenticator App can I use?

You can use either one of these apps:

- Google Authenticator



- Microsoft Authenticator



5. Can I add an Authenticator App to my computer?

You can but it is easier from a mobile device.