



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

January 24, 2025

In early 2025, HAP will require MFA to access the secure provider portal. Below is some helpful information about this implementation. The questions highlighted in orange below 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?**

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

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

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

5. **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.

6. **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*.

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

No.

8. **Who can I call if I have trouble with MFA?**

Provider Inquiry at (866) 766-4661.