

## MFA Begins April 19 For Additional Sites

Starting April 19, additional sites will require Multi-Factor Authentication (MFA). You can register for a free [MFA webinar](#) or visit our [MFA Page](#) for more information, including a complete list of sites requiring MFA.

### Which sites are adding MFA on April 19?

MFA will be required effective April 19 when accessing the following Provider Portals.

- Cigna
- First Choice Health
- Optum
- ProviderOne

### What this means for OneHealthPort Subscribers

Starting April 19, 2022, these plans have elected to add Multi-Factor Authentication (MFA) to OneHealthPort's Single Sign-On (SSO) service. To access their Provider Portal, you will be prompted for MFA once you log in to the SSO using your OneHealthPort Subscriber ID and password. MFA provides another layer of security using an additional authentication method like a One-Time Passcode (OTP) sent via email or Google Authenticator.

### What Subscribers can do to prepare for MFA

The following are steps you can take to ensure seamless access to the Provider Portals when they go live with MFA on April 19, 2022.

- Make sure your systems will accept emails from [noreply@onehealthport.com](mailto:noreply@onehealthport.com).
- Verify that your [SSO email address](#) is correct.
- Note that OneHealthPort does not allow shared accounts. If you share a single OneHealthPort Subscriber ID and password, MFA will not work, and your access will be denied. Please contact OneHealthPort if you need assistance.
- If you elect to use Google Authenticator, download the app in advance.
- Test your authentication method before go-live.

[Register for a free webinar](#) or visit the MFA page at [onehealthport.com/multi-factor-authentication](https://onehealthport.com/multi-factor-authentication) for instructions on setting up and testing your MFA connection.

If you need assistance or have questions, please contact the OneHealthPort Help Desk at 1.800.973.4797.