

Multi-Factor Authentication Rollout for May 2021

Several changes are coming in May for Multi-Factor Authentication (MFA).

What this means for OneHealthPort Subscribers and Administrators

- Effective **May 10**, Premera Blue Cross and LifeWise Health Plans will require MFA when accessing their provider portals.
- Effective **May 13**, all Organization Administrators will be required to authenticate with MFA when signing in to any OneHealthPort application or participating health plan website.
- Effective **May 18**, Molina Healthcare will require MFA when accessing their provider portal.

What you can do to prepare

The following are steps you can take to ensure seamless access to OneHealthPort and health plan websites that require MFA:

- Make sure your systems will accept emails from 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

Training and resources

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

If you need assistance, please contact the OneHealthPort Help Desk by completing our [Contact Us Form](#) or calling us at 1.800.973.4797.