

## How to Enable Multi-Factor Authentication

June 2025

As part of our commitment to keeping our systems and data secure and in accordance with tightening state regulations requiring multifactor authentication for access to non-public information of financial and insurance services organizations, we are enhancing the security of our provider-facing applications, including our Provider Portal.

Multifactor authentication (MFA), sometimes referred to as two-step verification, requires users to log in to a system with another factor in addition to their username and password.

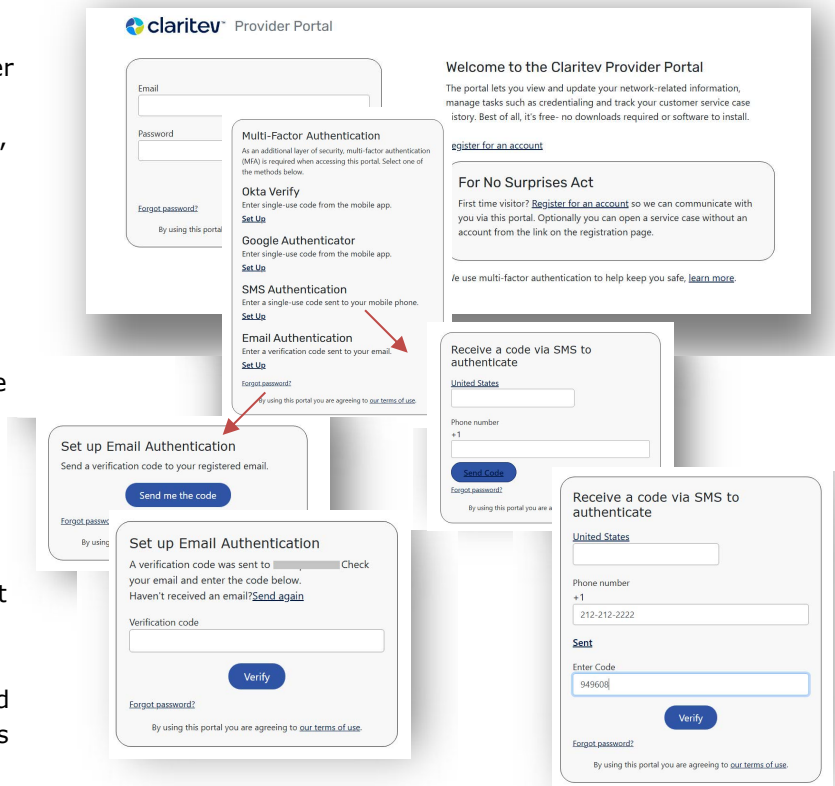
### MFA setup initiation

When you log in to the Provider Portal on or after March 24<sup>th</sup> you will be prompted to set up MFA. Select "Setup" below your preferred option (app, SMS or email).

If you select the Okta Verify or Google Authenticator apps, select your device type (iPhone or Android) and download the free app from either the Google Play store for Android devices or the App Store for Apple devices. Once you have your app, follow its instructions below.

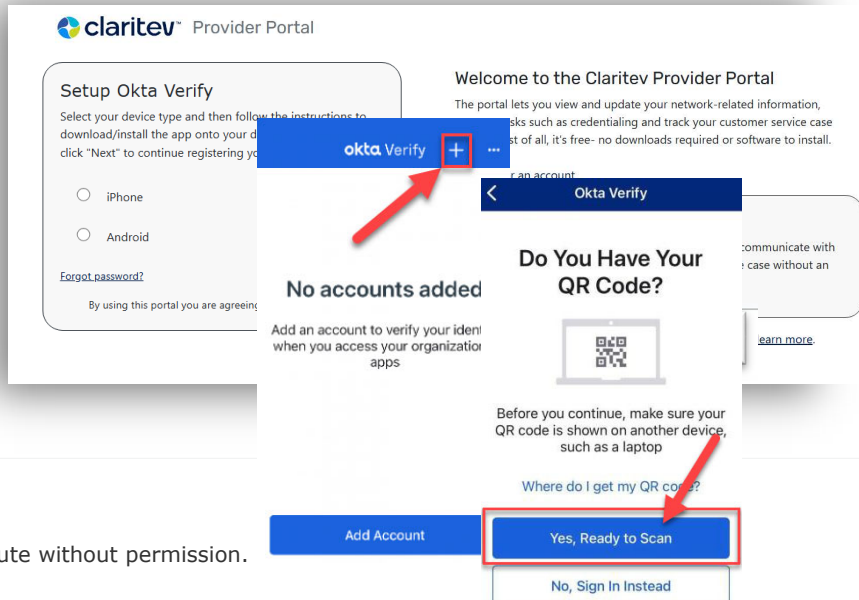
If you select SMS Authentication, you'll be prompted to enter your mobile phone number, and we will text you a code to enter on-screen. Be sure to select your country first if you are not located in the United States.

If you select Email Authentication, Okta will send a one-time verification code to the email address we have on file. Check your email and enter the code on-screen.



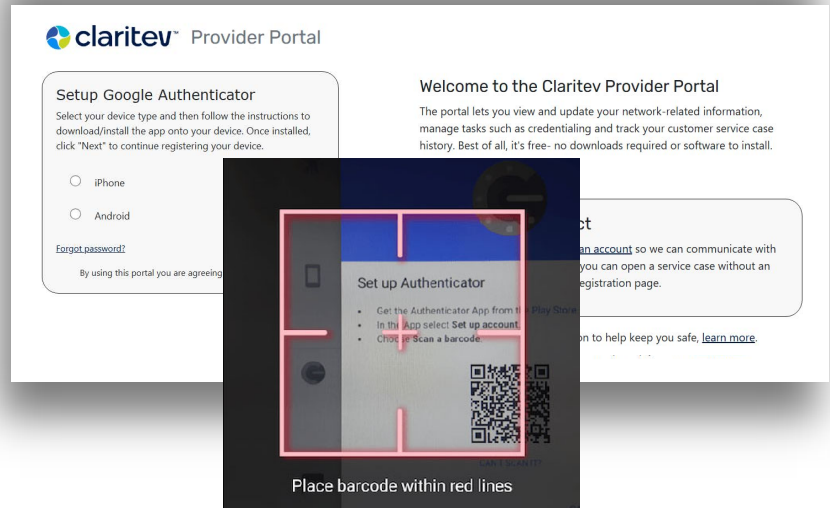
### For the Okta Verify app

- Open the app if not already opened
- Select the plus (+) sign in the upper right to add an account
- Select "Organization (Work, School, Company)"
- When prompted to add an account from another device, select "Skip"
- Select "Yes, Ready to Scan"
- Scan the QR code displayed on the Provider Portal browser window
- Select "Done"



**For the Google Authenticator app** 

- Open the app if not already opened
- Select the plus (+) sign in the lower right to add a code
- Select "Scan a QR code" and enable camera if needed
- Scan the QR code displayed on the Provider Portal browser window
- Select "Next"



**Entering a daily, secure code for app verification**

Enter the code displayed – without spaces - on the chosen app for the recently added account. You will have 30 seconds to enter the code. Every 30 seconds, the app will display a newly-generated code. Once your setup is complete, you'll be prompted to enter a code during login every 24 hours per MultiPlan's security policy. Checking the box underneath the code field will remember the browser for 7 days if your browser settings allow cookie storage.

