



Multi-factor Authentication Process

Carelon MBM – Provider Relations

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Introduction

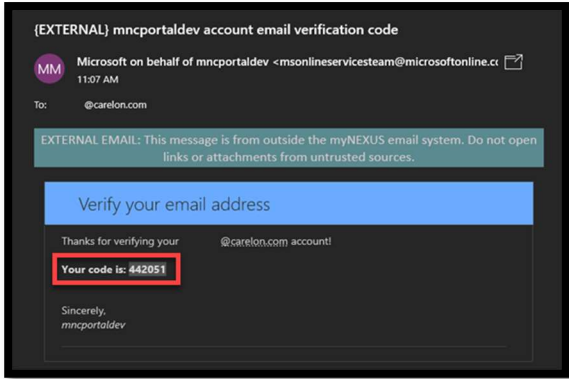
Carelon MBM is introducing Multi-factor Authentication (MFA) in the Carelon provider portal starting on 09/20/2024. If you are registered in the provider portal, you will automatically be enrolled for MFA using the email address on file in the provider portal. New users are enrolled upon registration in the provider portal.

MFA will be required each time you log in to the provider portal. You will have two options: email or the Authenticator App. Follow the process below to sign into the provider portal using MFA.

Note: Screenshots below may vary slightly from what you see when signing in and using MFA, but the process is the same.

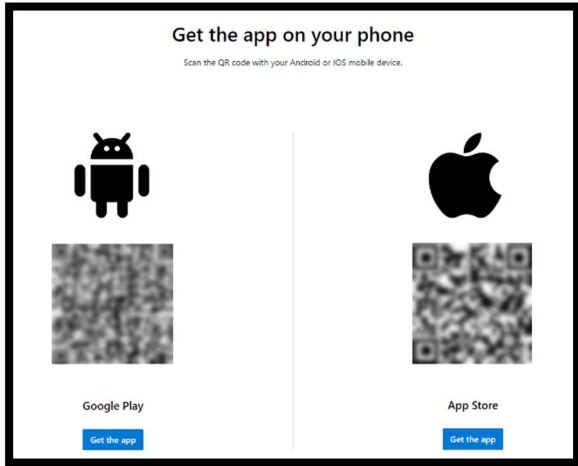
Email Process Steps

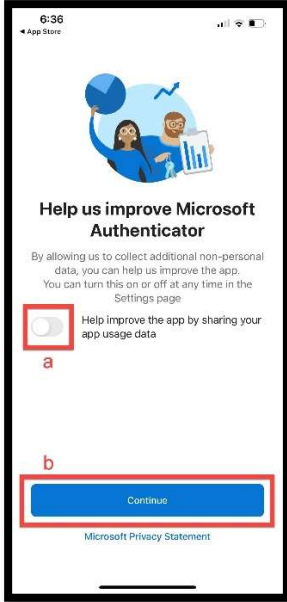
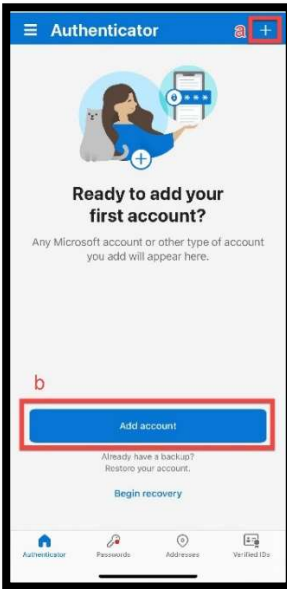
Step	Action	Notes
1	If you choose to use email: - Select "Email". - Select "Continue". 	

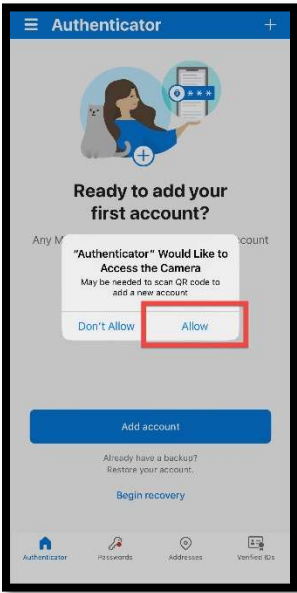
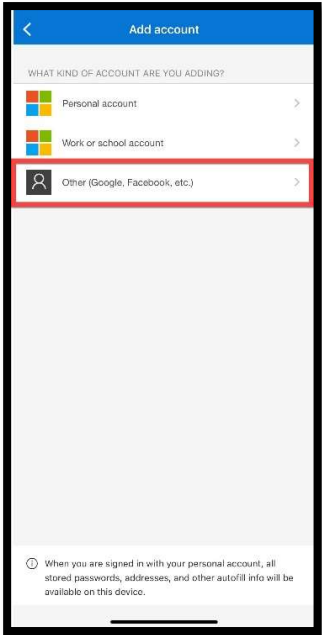
Step	Action	Notes
2	a) If you select “Email” your email will auto-populate on the next screen. b) Select “Send verification code”. 	
3	You will receive an email with the verification code. 	Each code is valid for three (3) minutes.

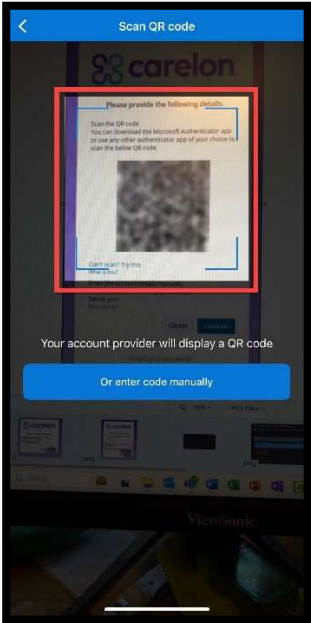
Step	Action	Notes
4	a) Enter the verification code into the Verification Code text box. b) Select “Verify Code”. c) Once the code is verified, the select “Continue”.	If you enter an incorrect code three (3) times, you will need to resend the code.

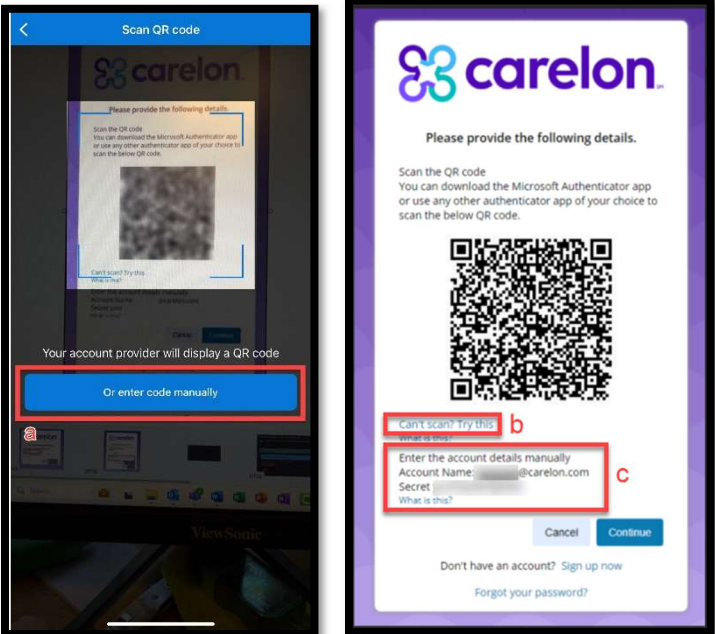
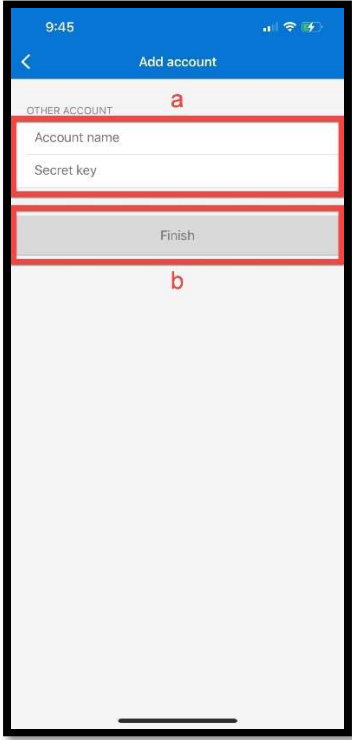
Authenticator App Process

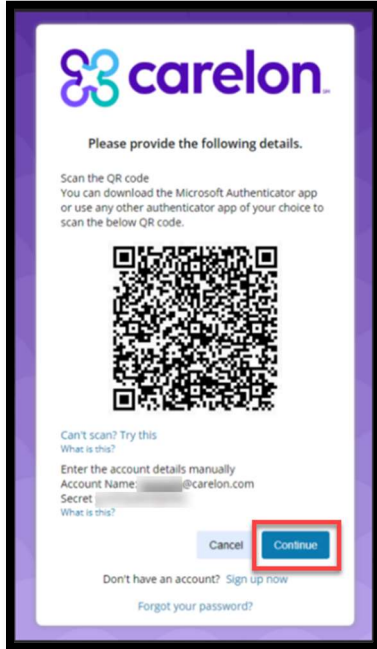
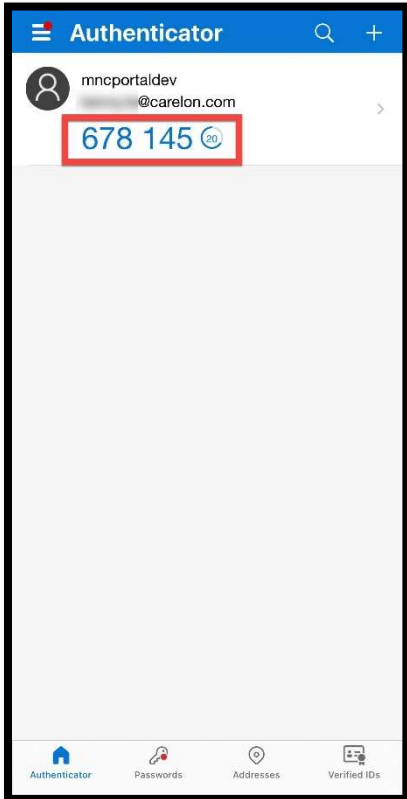
Step	Action	Notes
1	If you choose to use the Authenticator App and you do not have it installed on your mobile device, you can install it here. Scan the QR code to install the app on your mobile device. There is a QR code for Android and iOS devices. 	
2	Select "Accept" to accept the privacy policy. 	

Step	Action	Notes
3	a) Select the toggle if you would like to share your app usage data. b) Select “Continue” to save your choice. 	You are not required to share your app usage data.
4	Open the Authenticator App on your phone. a) Select “Add Account”. b) Alternatively, you can select the (+) menu icon on iOS devices or the three-dotted menu icon for Android devices. 	

Step	Action	Notes
5	Select “Allow” to allow the app to use the camera. This will be used to scan the QR code. 	
6	Select “Other (Google, Facebook, etc.)”. 	

Step	Action	Notes
7	a) In the Provider Portal, select “Authenticator App”. b) Select “Continue”. 	
8	Use the Authenticator App on your mobile device to scan the QR code on provided on the Provider Portal to enroll your account. 	

Step	Action	Notes
9	a) If you are unable to scan the QR code, you can enter it manually. Select “Or enter code manually”. b) In the Provider Portal, select “Can’t scan? Try this” c) The Account Name and Secret will display. 	
10	Enter the Account Name and Secret into the Authenticator App. 	

Step	Action	Notes
11	In the Provider Portal, select “Continue”. 	
12	You will receive a code in the Authenticator App. 	The code is valid for 30 seconds. When it expires, it will automatically refresh to a new code.

Step	Action	Notes
13	a) Enter the code from your Authenticator App into the Provider Portal. b) Select “Verify”. 	