Multi-factor Authentication Process

Carelon MBM – Provider Relations

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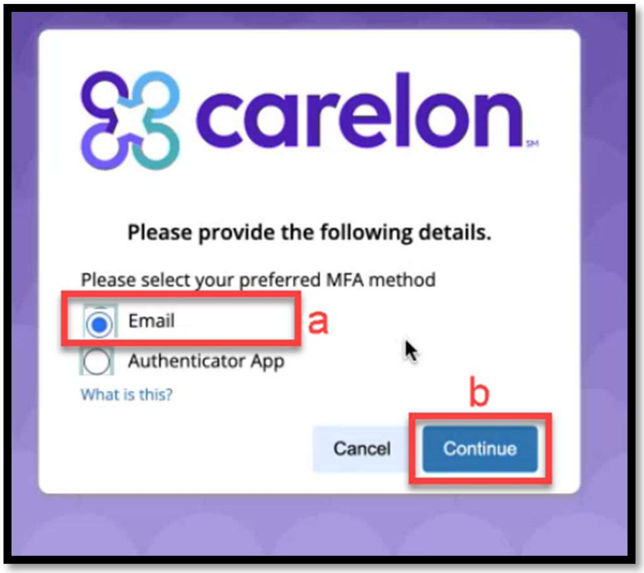
Introduction

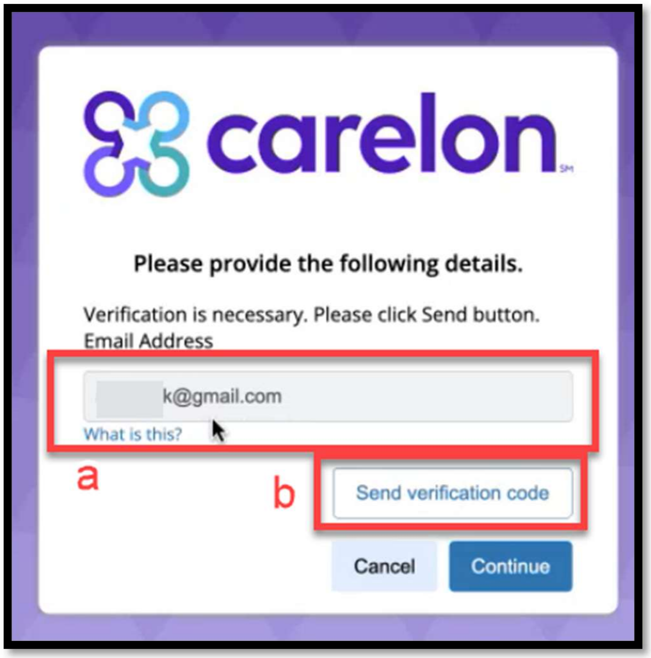
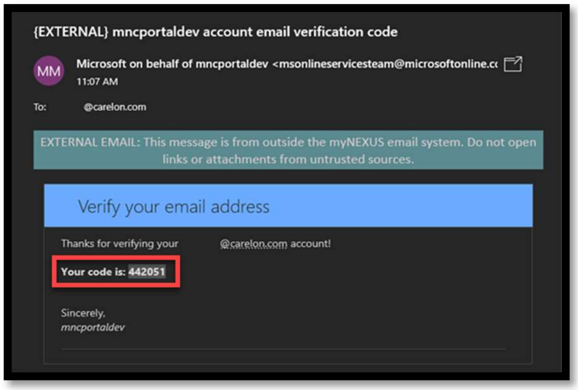
Carelon MBM is introducing Multi-factor Authentication (MFA) in the Carelon provider portal starting on 09/20/2024. If you are registered in the provider portal, you will automatically be enrolled for MFA using the email address on file in the provider portal. New users are enrolled upon registration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

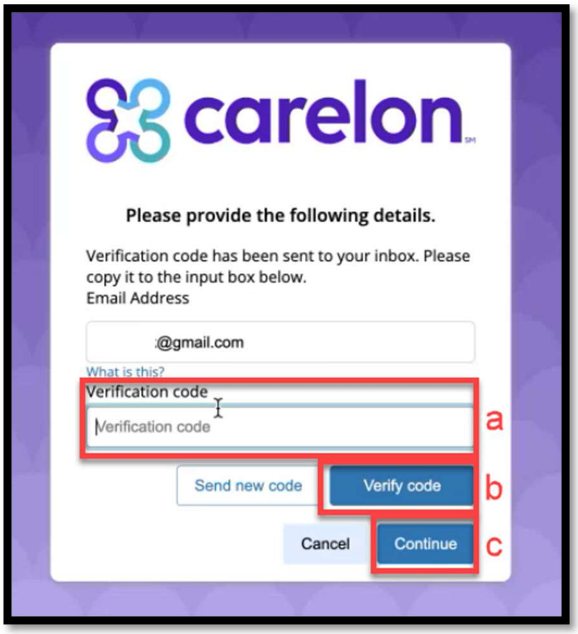
MFA will be required each time you log in to the provider portal. You will have two options: email or the Authenticator App. Follow the process below to sign into the provider portal using MFA.

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

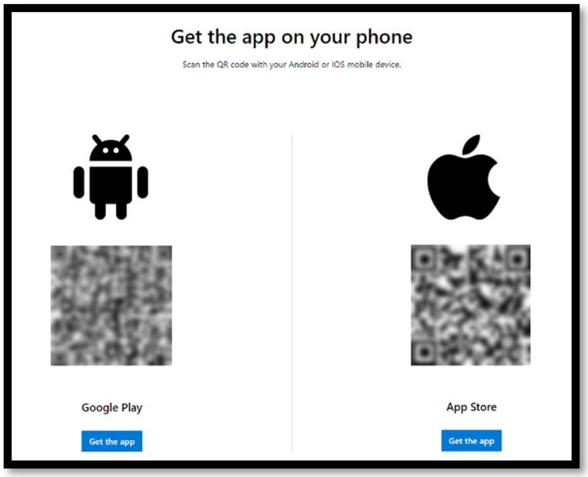
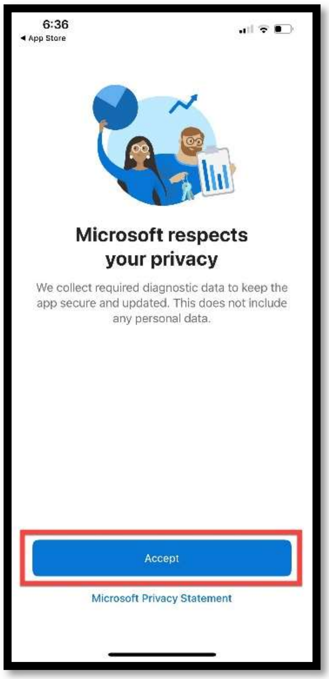
Email Process Steps

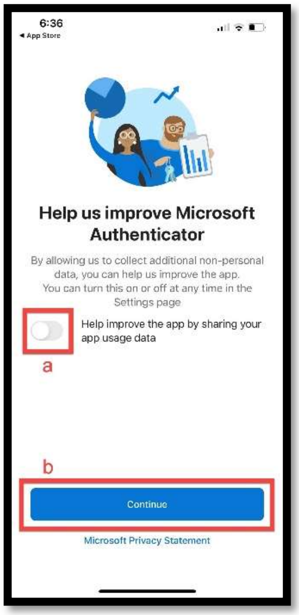
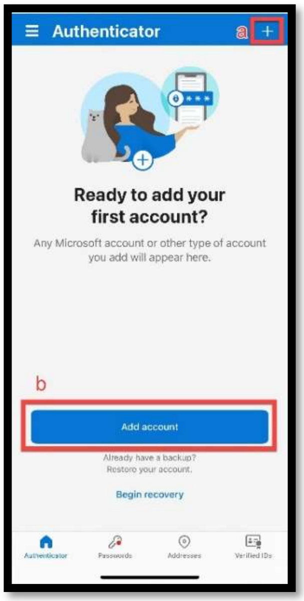
Step	Action	Notes
1	If you choose to use email: a) Select “Email”. b) Select “Continue”.  Please provide the following details. Please select your preferred MFA method ● Email ○ Authenticator App 	

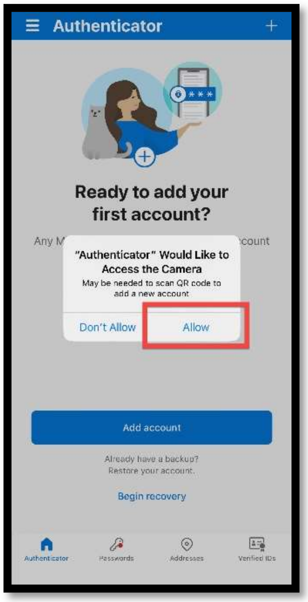
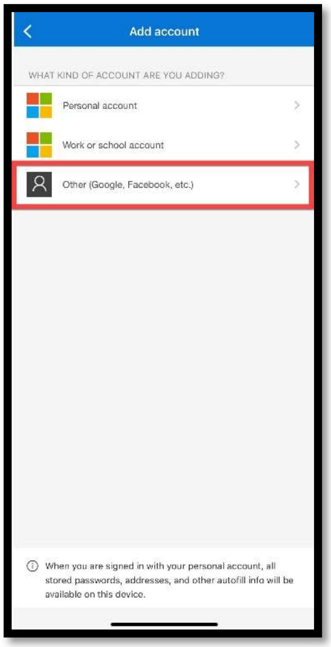
Step	Action	Notes
2	a) If you select “Email” your email will auto-populate on the next screen. b) Select “Send verification code”.  Please provide the following details. Verification is necessary. Please click Send button. Email Address [redacted]k@gmail.com 	
3	You will receive an email with the verification code.  {EXTERNAL} mncportaldev account email verification code MM Microsoft on behalf of mncportaldev <msonlineservicesteam@microsoftonline.c 11:07 AM To: @carelon.com EXTERNAL EMAIL: This message is from outside the myNEXUS email system. Do not open links or attachments from untrusted sources. Verify your email address Thanks for verifying your @carelon.com account! **Your code is: 442051** Sincerely, *mncportaldev*	Each code is valid for three (3) minutes.

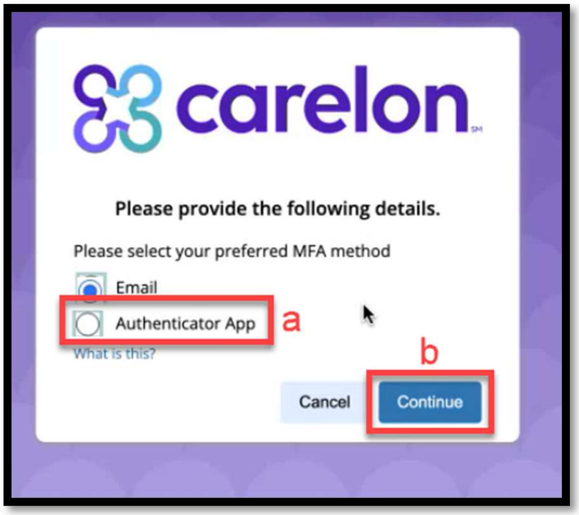
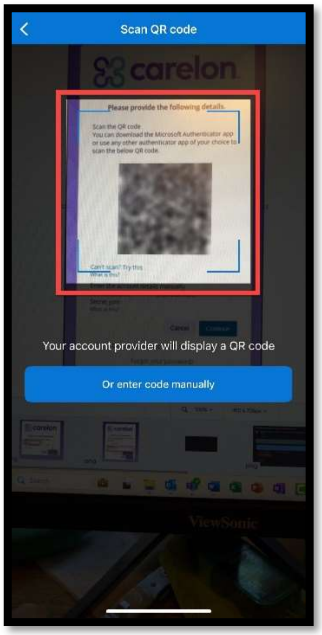
Step	Action	Notes
4	a) Enter the verification code into the Verification Code text box. b) Select “Verify Code”. c) Once the code is verified, the select “Continue”.  Please provide the following details. Verification code has been sent to your inbox. Please copy it to the input box below. Email Address @gmail.com What is this? Verification code Verification code carelon a Send new code Verify code b Cancel Continue c	If you enter an incorrect code three (3) times, you will need to resend the code.

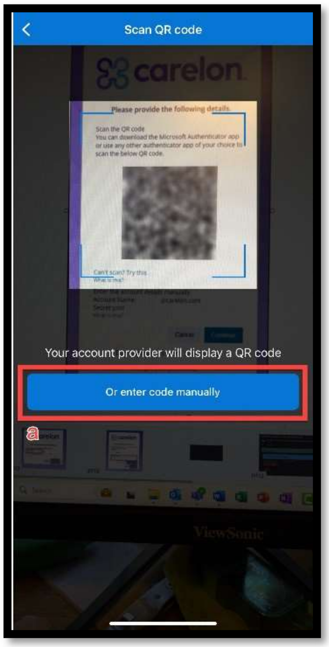
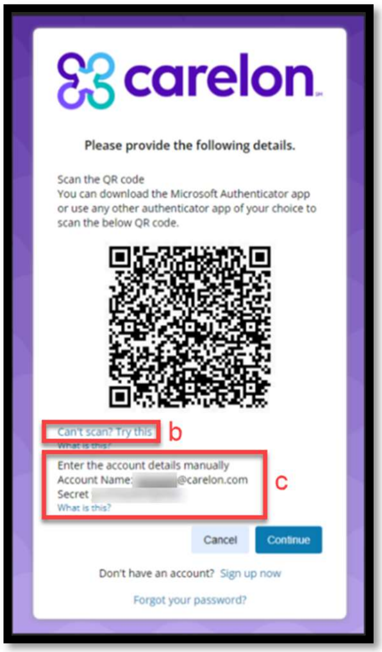
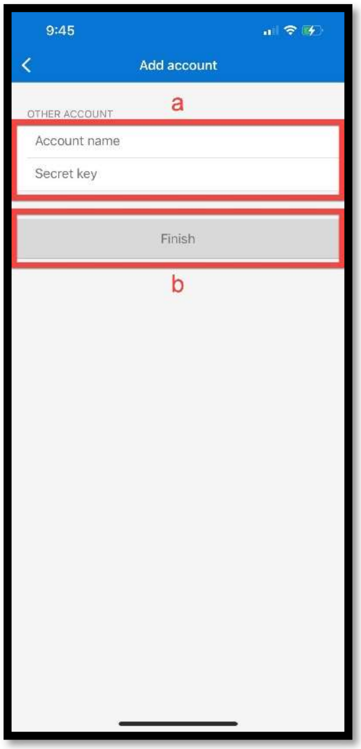
Authenticator App Process

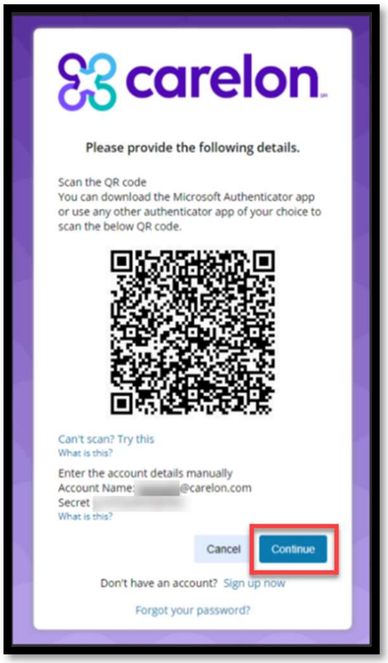
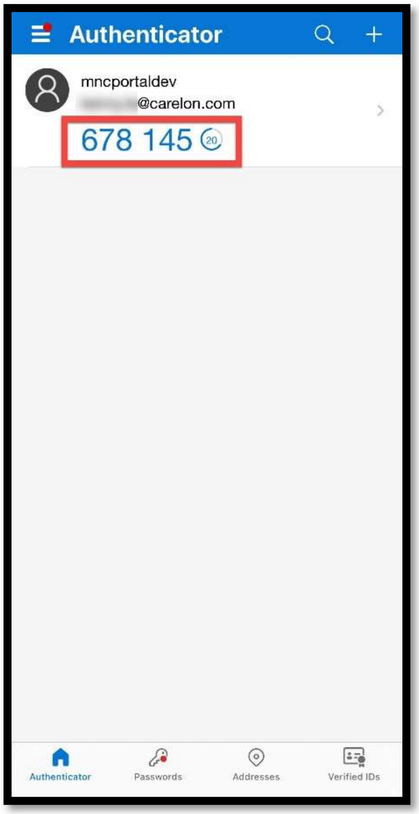
Step	Action	Notes
1	If you choose to use the Authenticator App and you do not have it installed on your mobile device, you can install it here. - Scan the QR code to install the app on your mobile device. There is a QR code for Android and iOS devices.  Get the app on your phone Scan the QR code with your Android or IOS mobile device. 	
2	Select "Accept" to accept the privacy policy.  Microsoft respects your privacy We collect required diagnostic data to keep the app secure and updated. This does not include any personal data. 	

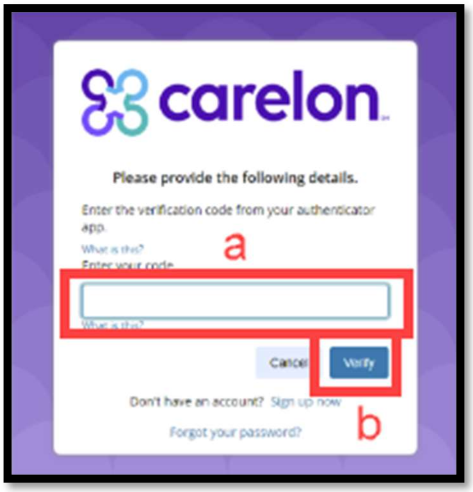
Step	Action	Notes
3	a) Select the toggle if you would like to share your app usage data. b) Select “Continue” to save your choice.  Help us improve Microsoft Authenticator By allowing us to collect additional non-personal data, you can help us improve the app. You can turn this on or off at any time in the Settings page Help improve the app by sharing your app usage data 6:36 ◂ App Store a b Continue Microsoft Privacy Statement	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.  Ready to add your first account? Any Microsoft account or other type of account you add will appear here. Already have a backup? Restore your account. Authenticator a + b Add account Begin recovery Authenticator Passwords Addresses Verified IDs	

Step	Action	Notes
5	Select “Allow” to allow the app to use the camera. This will be used to scan the QR code.  Ready to add your first account? “Authenticator” Would Like to Access the Camera May be needed to scan QR code to add a new account Don't Allow Allow Add account Already have a backup? Restore your account. Begin recovery Authenticator Passwords Addresses Verified IDs	
6	Select “Other (Google, Facebook, etc.)”.  WHAT KIND OF ACCOUNT ARE YOU ADDING? Personal account Work or school account Other (Google, Facebook, etc.) When you are signed in with your personal account, all stored passwords, addresses, and other autofill info will be available on this device.	

Step	Action	Notes
7	a) In the Provider Portal, select "Authenticator App". b) Select "Continue".  Please provide the following details. Please select your preferred MFA method ● Email ○ Authenticator App What is this? 	
8	Use the Authenticator App on your mobile device to scan the QR code on provided on the Provider Portal to enroll your account.  Please provide the following details. Scan the QR code You can download the Microsoft Authenticator app or use any other authenticator app of your choice to scan the below QR code. Can't scan? Try this What is this? Your account provider will display a QR code 	

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.  Your account provider will display a QR code  carelon Can't scan? Try this b c What is this? Cancel Continue Sign up now Forgot your password? Please provide the following details. Scan the QR code You can download the Microsoft Authenticator app or use any other authenticator app of your choice to scan the below QR code. Enter the account details manually Account Name: [redacted]@carelon.com Secret [redacted] Don't have an account?	
10	Enter the Account Name and Secret into the Authenticator App.  9:45 Add account a OTHER ACCOUNT Account name Secret key Finish b	

Step	Action	Notes
11	In the Provider Portal, select “Continue”.  Please provide the following details. Scan the QR code You can download the Microsoft Authenticator app or use any other authenticator app of your choice to scan the below QR code. Can't scan? Try this What is this? Enter the account details manually Account Name: [redacted]@carelon.com Secret [redacted] What is this? Don't have an account? Sign up now Forgot your password?	
12	You will receive a code in the Authenticator App.  mncportaldev [redacted]@carelon.com 678 145 20 	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".  Please provide the following details. Enter the verification code from your authenticator app. What is this? Enter your code What is this? Don't have an account? Sign up now Forgot your password? 	