



Carelon Behavioral Health MFA FAQ

Q1. What is MFA?

A1. Multi-Factor Authentication (MFA), adds another layer of protection so that only you can access your online account. MFA is similar to leading industry best practices, such as those used by your bank or lender, to protect your personal information.

Currently, ProviderConnect and eServices users log in directly with a username and password. **This upcoming enhancement will feature a Multi-Factor Authentication (MFA) process.** The MFA process consists of the following:

1. One-time registration
2. Login
3. System verification with a time-based one-time passcode

Q2. When will MFA be required for provider portal login?

A2. Effective July 16, 2023 MFA will be required for all providers and users to log in to ProviderConnect and eServices.

A system bypass feature will be available in ProviderConnect and eServices until July 16, 2023. Users will be required to set up MFA by this date. We strongly encourage providers to register for MFA as early as possible.

Q3. Is there a step-by-step setup guide for registering for MFA by portal?

A3. Yes, click on the portal below to see the step-by-step setup guide for MFA:

- [ProviderConnect](#)
- [eServices](#)

Q4. Whom can I contact if I have issues with MFA setup?

A4. Please email us directly at MFA-ProviderSupport@carelon.com