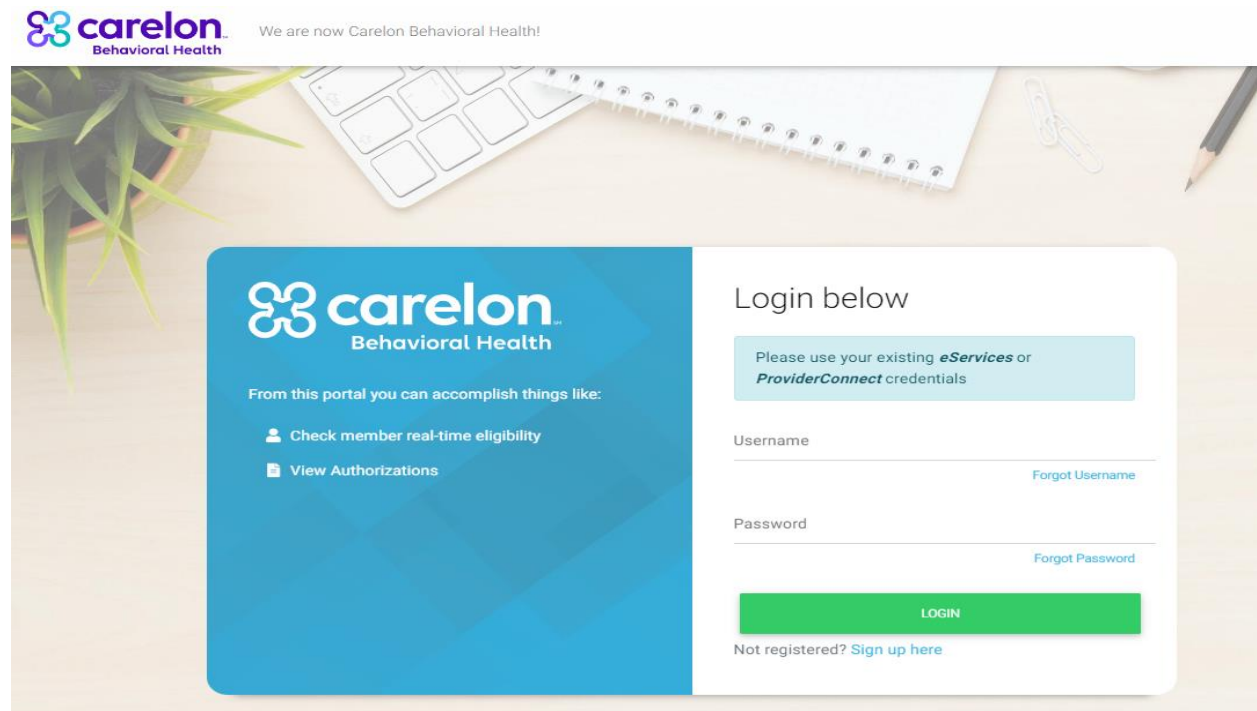## Provider Portal – eServices Multi-Factor Authentication Setup Guide
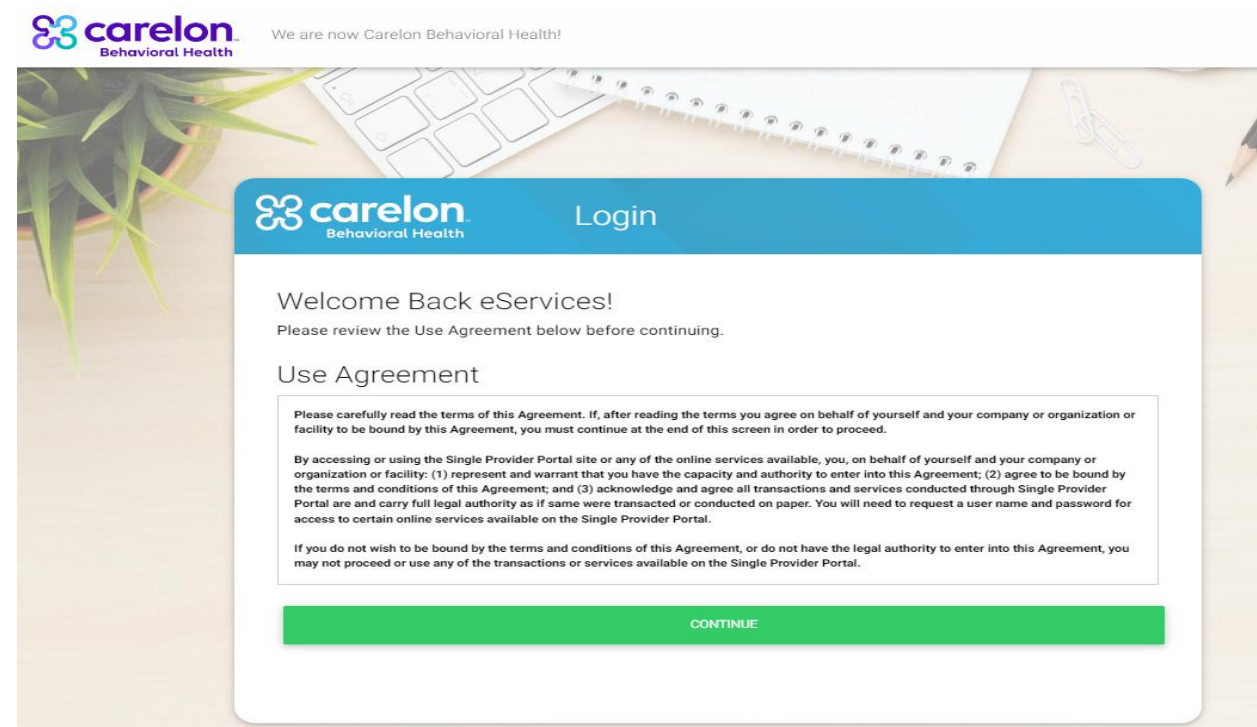
Providers are required to register for Multi-Factor Authentication (MFA) by July 16, 2023 to access the eServices portal.

eServices users registering for MFA for the first time

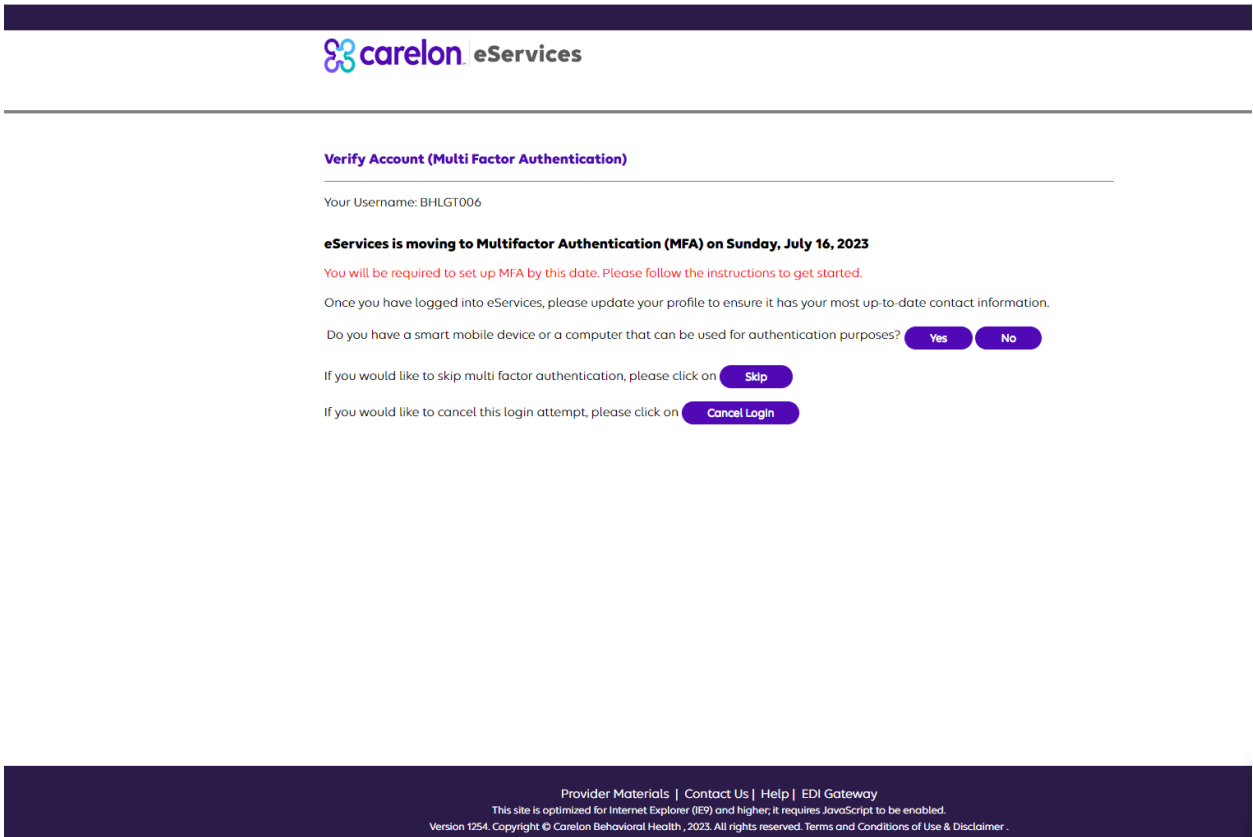**Step 1:** Log in to eServices by entering your username and password

Step 2: After logging in, you will see the User Agreement page. Click "Continue" to proceed.

![Carelon logo]

Step 3: Next, you will see the Multi-Factor Authentication registration screen. At this point, you can select to proceed with one of the following options:

- o Follow the instructions to register for Multi- Factor Authentication (*see step 4*)
- o "**Skip**" Multi-Factor Authentication until July 16, 2023. You will be redirected to the eServices homepage.
- o "**Cancel Login**" and be redirected to login screen

Verify Account (Multi Factor Authentication)

Your Username: BHLGT006

eServices is moving to Multifactor Authentication (MFA) on Sunday, July 16, 2023

You will be required to set up MFA by this date. Please follow the instructions to get started.

Once you have logged into eServices, please update your profile to ensure it has your most up-to-date contact information.

Do you have a smart mobile device or a computer that can be used for authentication purposes? **Yes** **No**

If you would like to skip multi factor authentication, please click on **Skip**

If you would like to cancel this login attempt, please click on **Cancel Login**

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Step 4: Register for Multi-Factor Authentication by following the instructions below:

- Download "Google Authenticator" on your phone.
- Once downloaded, open it and click on "Get Started".
- Next, click on "Scan a QR code". (Google Authenticator app would need permission to use your phone's camera)
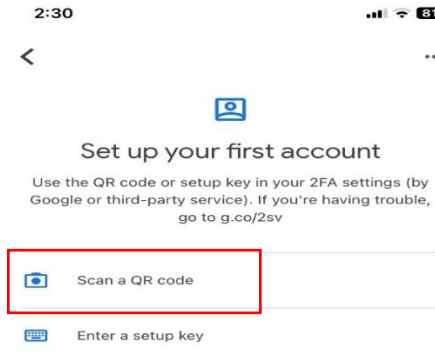
- Scan the "QR Code" image on your screen

- Once QR Code scan is done, you will see a 6-digit passcode on your Google Authenticator application similar to the below:
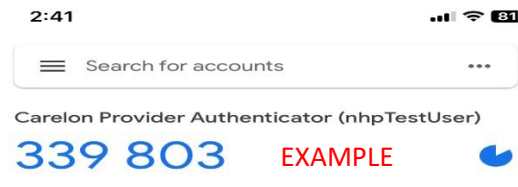
- Enter the code you receive into the "Please enter one time passcode (OTP):" text box and click on "Verify Passcode".

- You will be redirected to home page in eServices after clicking on verify passcode.

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Demo Site (212810)

Select a Member from your Search History ▼

Request for admin access, please click here.

| Menu |
| --- |
| Eligibility/Benefits ▼ |
| Authorization ▼ |
| PsychTesting ▼ |
| NOA ▼ |
| Clinical Stabilization Services ▼ |
| SUD Resi Admissions ▼ |
| Detox/DDAT MA ▼ |
| Detox RI ▼ |
| WellSense SUD NOA ▼ |
| Carelon Behavioral Health Select Program ▼ |
| FARS/CFARS Assesment ▼ |
| Claims ▼ |
| Provider Information ▼ |
| Provider Reports ▼ |
| Managing Entity Data System |
| Auth File Upload ▼ |
| Auth File Download ▼ |
| Care Coordination Program ▼ |
| Capitation ▼ |
| IOP Extension and Discharge ▼ |
| Discharge ▼ |
| Manage Users ▼ |
| Alerts (0) ▼ |

Welcome!

You are logged in as **eServicesDemo01**
Your account is linked to Provider: **212810, Demo Site**

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eServices users who are already registered for Multi-Factor Authentication:

Step 1: Log in to eServices by entering your username and password
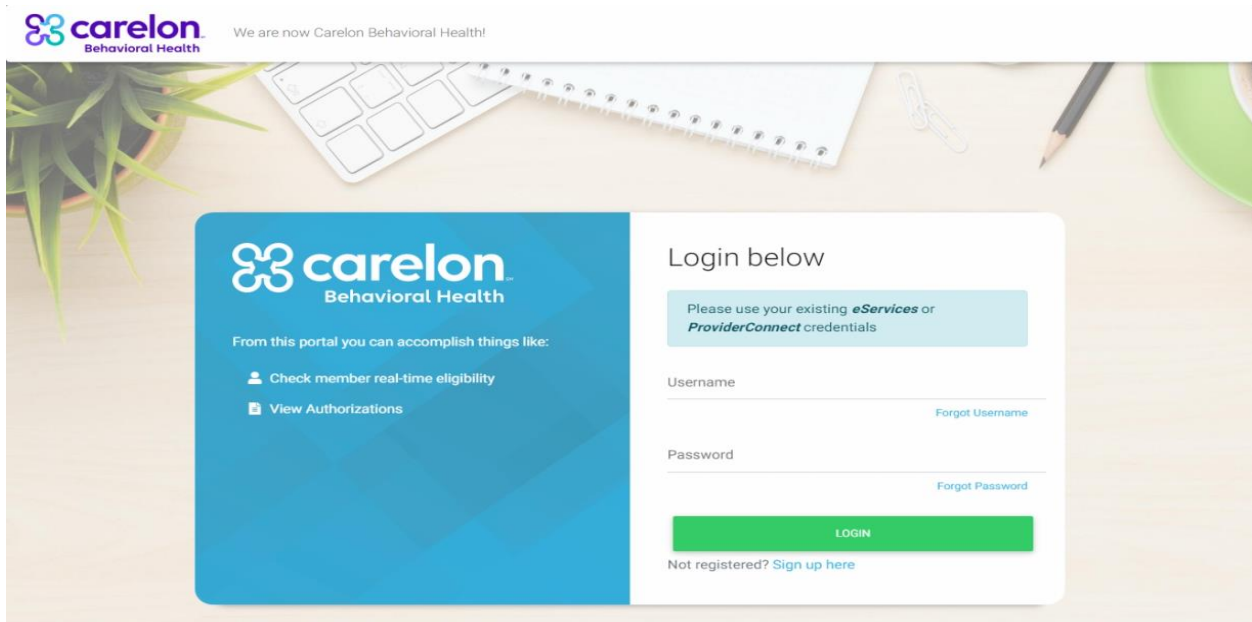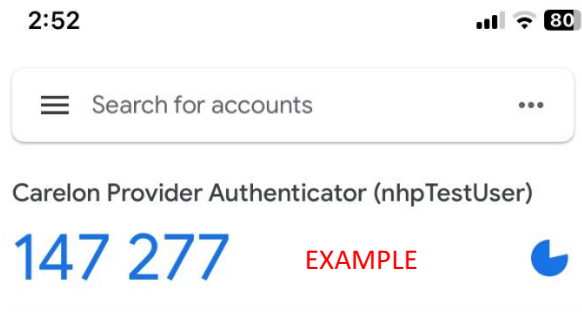

Step 2: After logging in, you will see the User Agreement page. Click "Continue" to proceed.
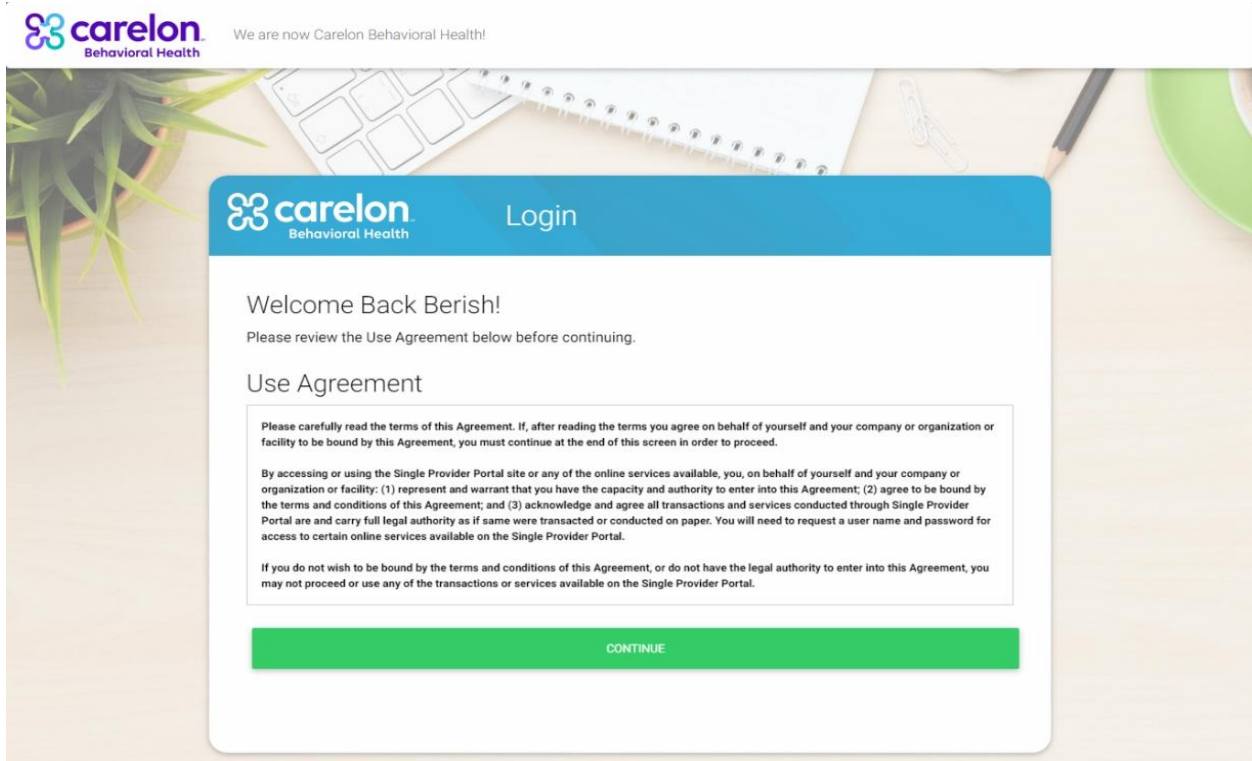
Step 3: Next, you will see the Multi-Factor Authentication verify account screen. Enter the passcode (OTP) you receive from "Google Authenticator" on your mobile device.

(**Note**: If you have multiple applications registered on Google Authenticator, please select "eServices". Please make sure to enter the correct OTP code. If the wrong OTP code is entered, you will receive an error. Your account will automatically lock after three tries with the wrong OTP code, in which case you will have to reach out to eServices provider admin to help to unlock the account.)

Verify Account (Multi Factor Authentication)

Your Username: nhpTestUser

Please enter one time passcode (OTP): [   ]   **Verify Passcode**

Use Google Authenticator app on your phone for the 6 digit OTP. [+]

If you would like to cancel this login attempt, please click on   **Cancel Login**

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- After successful authentication, you will be redirected to the eServices homepage.