

## ProviderConnect Multi-factor Authentication (MFA) Setup Guide

### 1. Enter current user ID and password



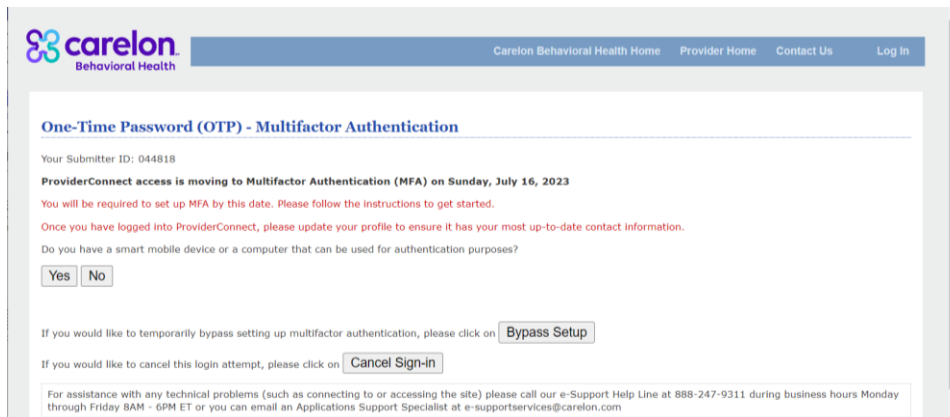
The screenshot shows the login page for Carelon Behavioral Health. At the top left is the Carelon Behavioral Health logo. Below it, the text "Please Log In to ProviderConnect" is displayed. A note states: "Required fields are denoted by an asterisk ( \* ) adjacent to the label." Below this, there is a prompt: "Please log in by entering your User ID and password below." There are two input fields: "\*User ID" and "\*Password". A link "Forgot Your Password?" is next to the password field. A "Log In" button is at the bottom. A disclaimer at the bottom reads: "The information and resources provided through the Carelon Behavioral Health site are provided for informational purposes only. Behavioral health providers utilizing the Carelon Behavioral Health site ('Providers') are services to their patients. No information or resource provided through the Carelon Behavioral Health site is intended to substitute for the professional judgment of a behavioral health professional. Providers are solely under applicable laws and ethical standards. It is recommended that you use Edge, Chrome or Firefox when using ProviderConnect. Other internet browsers may not be compatible and may result in formatting or other visible differences."

### 2. Establish authentication method

- Option 1: with a mobile device or computer (*proceed to step 3*)
- Option 2: with the email address registered to the username (*proceed to step 4*)

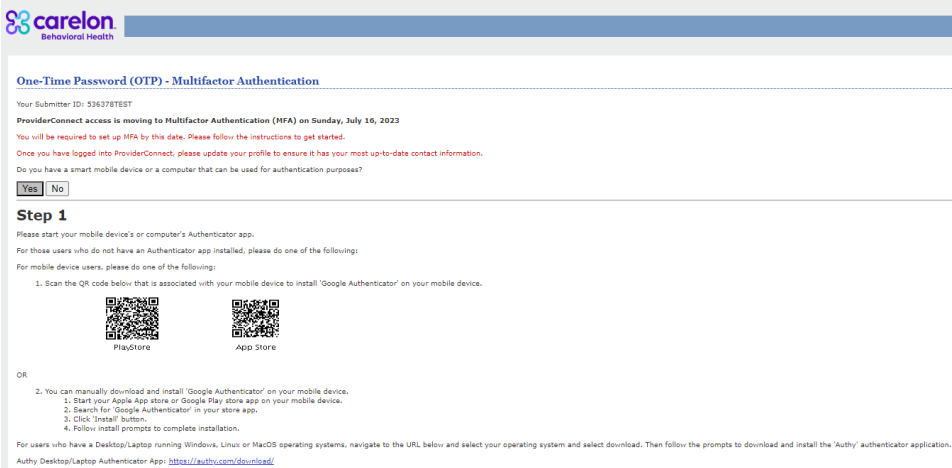
### 3. Mobile device or computer:

- Select 'Yes' after the login screen



The screenshot shows the "One-Time Password (OTP) - Multifactor Authentication" page. At the top left is the Carelon Behavioral Health logo. The page title is "One-Time Password (OTP) - Multifactor Authentication". Below the title, it says "Your Submitter ID: 044818". A bold notice states: "ProviderConnect access is moving to Multifactor Authentication (MFA) on Sunday, July 16, 2023". Below this, it says: "You will be required to set up MFA by this date. Please follow the instructions to get started." A red notice says: "Once you have logged into ProviderConnect, please update your profile to ensure it has your most up-to-date contact information." The main question is: "Do you have a smart mobile device or a computer that can be used for authentication purposes?" There are "Yes" and "No" buttons. Below this, it says: "If you would like to temporarily bypass setting up multifactor authentication, please click on Bypass Setup". Below that, it says: "If you would like to cancel this login attempt, please click on Cancel Sign-in". At the bottom, there is a support contact information: "For assistance with any technical problems (such as connecting to or accessing the site) please call our e-Support Help Line at 888-247-9311 during business hours Monday through Friday 8AM - 6PM ET or you can email an Applications Support Specialist at e-supportservices@carelon.com".

After selecting “Yes”, you will see the screen below:



**One-Time Password (OTP) - Multifactor Authentication**

Your Submitter ID: 536378TEST

**ProviderConnect access 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 ProviderConnect, 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?



**Step 1**

Please start your mobile device's or computer's Authenticator app.

For those users who do not have an Authenticator app installed, please do one of the following:

For mobile device users, please do one of the following:

1. Scan the QR code below that is associated with your mobile device to install 'Google Authenticator' on your mobile device.

OR

2. You can manually download and install 'Google Authenticator' on your mobile device.
  1. Start your Apple App store or Google Play store app on your mobile device.
  2. Search for 'Google Authenticator' in your store app.
  3. Click 'Install' button.
  4. Follow install prompts to complete installation.

For users who have a Desktop/Laptop running Windows, Linux or MacOS operating systems, navigate to the URL below and select your operating system and select download. Then follow the prompts to download and install the 'Authy' authenticator application.

Authy Desktop/Laptop Authenticator App: <https://authy.com/download/>

- b. Decide if you would like to authenticate via mobile device or by using your computer
  - i. **For Authentication with Mobile Device:** Download the Authenticator App by using your cell phone to scan the displayed QR code on your ProviderConnect screen. You may also manually download the Authenticator App by searching for “Google Authenticator” in your smart phone’s application store (PlayStore for Android and App Store for iPhone).

Open the Authenticator App on your phone and scan the QR code displayed on your computer screen in ProviderConnect under Step 2

*(Below QR Code is an example. Please scan your unique QR code displayed in ProviderConnect)*

**Step 2**

Open your authenticator app and scan the below QR code (or copy and paste the secret key into your app) to receive verification code to help login to ProviderConnect.



Secret Key: SYU6R3MUC0HEPCUM2TAXCY6KNL0LDF

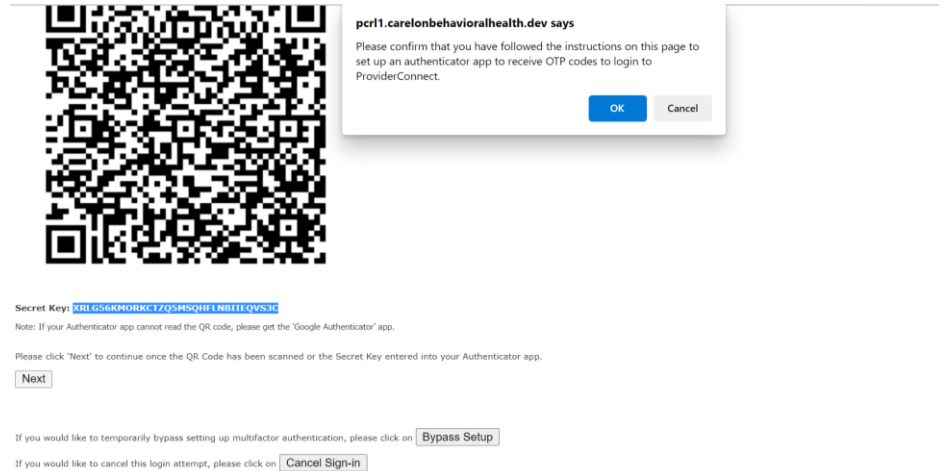
Note: If your Authenticator app cannot read the QR code, please get the 'Google Authenticator' app.

Please click 'Next' to continue once the QR Code has been scanned or the Secret Key entered into your Authenticator app.



After scanning the QR Code, click the “Next” button in ProviderConnect below the QR code.


A pop-up will display for you to confirm MFA setup. Click “OK”.



The screenshot shows a QR code on the left and a confirmation dialog on the right. The dialog title is "pcr11.carelonbehavioralhealth.dev says" and the text reads: "Please confirm that you have followed the instructions on this page to set up an authenticator app to receive OTP codes to login to ProviderConnect." There are "OK" and "Cancel" buttons. Below the QR code, the Secret Key is "XRLG56KMKRKTZQ5MSQHFLNBILOV53E". A note says: "Note: If your Authenticator app cannot read the QR code, please get the 'Google Authenticator' app." A "Next" button is present. At the bottom, there are "Bypass Setup" and "Cancel Sign-in" buttons.

Once you click “OK”, will receive a 6-digit OTP code on your mobile device authenticator app.

Enter the 6-digit OTP code on your ProviderConnect screen and click “Verify OTP”



The screenshot shows the "One-Time Password (OTP) - Multifactor Authentication" screen. It displays "Your Submitter ID: 044818" and "Multifactor authentication is required for ProviderConnect access". Below, it says "Please start your mobile device's or computer's Authenticator app and enter the ProviderConnect OTP code displayed into the field below." There is a text input field for the OTP and a "Verify OTP" button. At the bottom, there is a "Cancel Sign-in" button and a footer with support information.

You have now successfully setup MFA

- ii. **For Authentication with Computer:** For users who have a Desktop/Laptop running Windows, Linux or MacOS operating systems, navigate to the URL below and select your operating system and select download. Then follow the prompts to download and install the “Authy” authenticator application.

Authy Desktop/Laptop Authentication App:  
<https://authy.com/download/>

Once you’ve downloaded Authy on your computer, open the Authy app and enter the Secret Key displayed on your ProviderConnect screen below the QR code in Step 2.

(Below QR Code and Secret Key are examples. Please use the unique identifiers displayed on your ProviderConnect screen)

### Step 2

Open your authenticator app and scan the below QR code (or copy and paste the secret key into your app) to receive verification code to help login to ProviderConnect.



Secret Key: 5VU6RJ4UCOHEPCCUMZ0TAXCYK6NL0LDF

Note: If your Authenticator app cannot read the QR code, please get the 'Google Authenticator' app.

Please click 'Next' to continue once the QR Code has been scanned or the Secret Key entered into your Authenticator app.

Next

After entering the Secret Key to your Authy app, click “Save” to create your account.

Once you have created your Authy account, click the “Next” button on the ProviderConnect screen below the QR code. A pop-up will display for you to confirm that you setup MFA. Click “OK”.

Once you click “OK”, will receive a 6-digit OTP code on your mobile device authenticator app.

Enter the 6-digit OTP code on your ProviderConnect screen and click “Verify OTP”



**One-Time Password (OTP) - Multifactor Authentication**

Your Submitter ID: 044818

**Multifactor authentication is required for ProviderConnect access**

Please start your mobile device's or computer's Authenticator app and enter the ProviderConnect OTP code displayed into the field below.

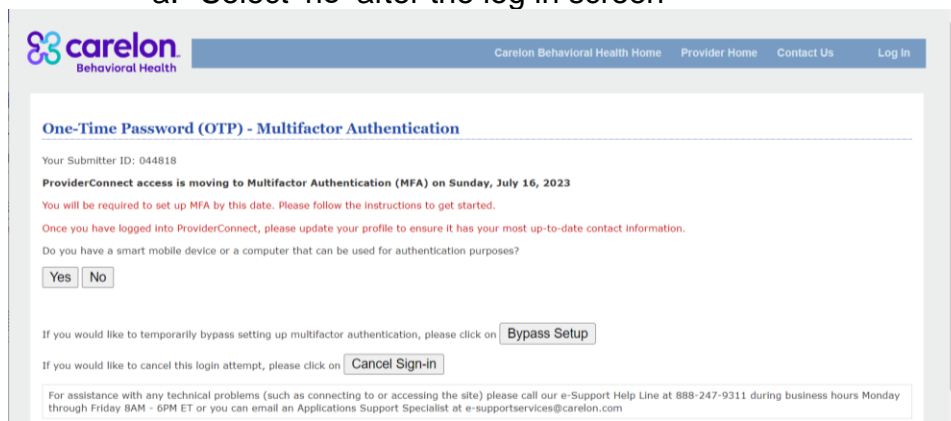
Enter OTP received from Authenticator app:

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

For assistance with any technical problems (such as connecting to or accessing the site) please call our e-Support Help Line at 888-247-9311 during business hours Monday through Friday 8AM - 6PM ET or you can email an Applications Support Specialist at e-supportservices@carelon.com

You have now successfully setup MFA

4. Email address:
  - a. Select 'no' after the log in screen



**One-Time Password (OTP) - Multifactor Authentication**

Your Submitter ID: 044818

**ProviderConnect access 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 ProviderConnect, please update your profile to ensure it has your most up-to-date contact information.

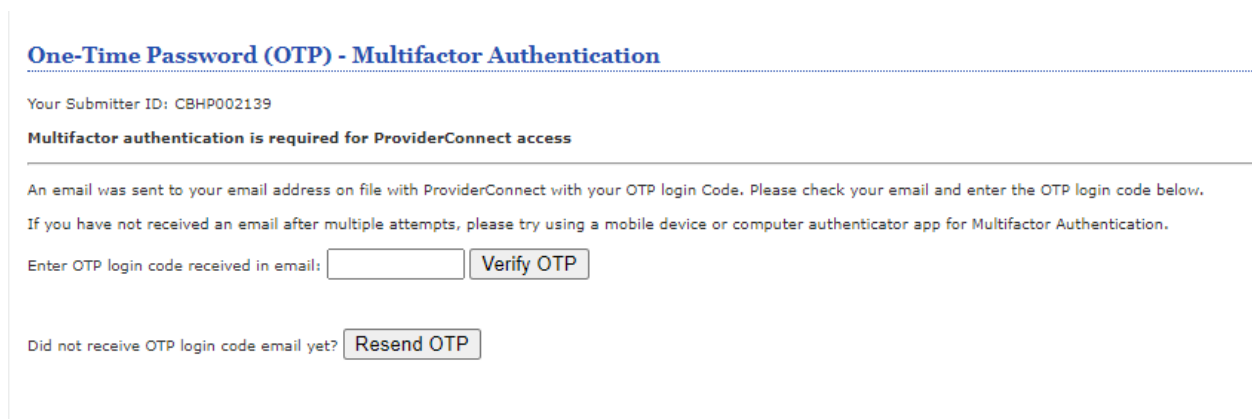
Do you have a smart mobile device or a computer that can be used for authentication purposes?

If you would like to temporarily bypass setting up multifactor authentication, please click on

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

For assistance with any technical problems (such as connecting to or accessing the site) please call our e-Support Help Line at 888-247-9311 during business hours Monday through Friday 8AM - 6PM ET or you can email an Applications Support Specialist at e-supportservices@carelon.com

- b. An email will be sent to the registered address with a one-time passcode.
  - c. Enter the passcode on the screen and select 'verify OTP'.



**One-Time Password (OTP) - Multifactor Authentication**

Your Submitter ID: CBHP002139

**Multifactor authentication is required for ProviderConnect access**

An email was sent to your email address on file with ProviderConnect with your OTP login Code. Please check your email and enter the OTP login code below.

If you have not received an email after multiple attempts, please try using a mobile device or computer authenticator app for Multifactor Authentication.

Enter OTP login code received in email:

Did not receive OTP login code email yet?

**EFFECTIVE JULY 16, THE OPTION TO BYPASS WILL NO LONGER BE AVAILABLE**

If you would like to temporarily bypass setting up multifactor authentication, please click on [Bypass Setup](#)

**Note: Once MFA registration is complete, the bypass feature will no longer be available.**