CareSource®

Network Notification

Notice Date: September 24, 2019
To: Indiana Medicaid Providers
From: CareSource
Subject: Multi-Factor Authentication Scheduled for SKYGEN CWP

Summary

Your access to the SKYGEN Client Web Portal (CWP) environment will require the Multi-Factor Authentication (MFA) process to be completed upon initial daily login to the system.

Impact

About Multi-Factor Authentication

MFA adds a layer of security to the CWP user accounts. When MFA is enabled, you will be required to enter both your password and verification code the first time that you login each day. If you need to update your email address or password, a MFA verification code will be required prior to making changes.

Each code remains valid for approximately fifteen minutes and can only be used once.

How MFA Works

The login process will slightly change when you first log into the CWP each day.

1. You will still be asked to enter a username and password.
2. If this is the first time you are logging into the CWP on that day, a unique verification code will be generated and sent to you via email.
3. The SKYGEN Provider Portal will require the entry of the verification code that was sent to your email.

Questions?

For questions, please contact Provider Services at **1-844-607-2831** (8 a.m. to 6 p.m. Eastern Standard Time, Monday through Friday).

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