



NETWORK *Notification*

Notice Date: August 1, 2023
To: Ohio Medicaid and MyCare Providers
From: CareSource
Subject: Multi-Factor Authentication Implementation
Effective Date: September 2023

Summary

Attention Provider Portal Users:

Effective September 2023, a new enhancement is coming to the [Provider Portal](#) that will help safeguard information and add security to user accounts. The [Provider Portal](#) will implement a new Multi-Factor Authentication (MFA) process for all new and existing users that will impact registration or logging in to an account.

Impact

With this new process, you will need to take another step in securing and accessing your account by entering an added code sent by your preferred method.

Importance

Please review important information about this change below:

- You will now log in using your unique email address associated to your portal account instead of your previous username.
- Your password will remain as it was prior to this transition.
- You will be prompted to select a second method of authentication from the following choices:
 - Okta Verify
 - Google Authenticator
 - SMS Authentication
 - Email Authentication
- After selecting your second method of authentication, you will be sent a code via that method to enter and finalize your login to the Provider Portal.
- Any accounts that were linked to your Provider ID will remain linked after this transition.
- If you need access to additional accounts, you should reach out to the Account Administrator. They will invite you to the additional accounts, as needed.
 - Please note - only two administrators per Provider ID are allowed.

Questions?

Please call Provider Services at **1-800-488-0134**.

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