Provider Bulletin

Molina Healthcare of California

https://www.molinahealthcare.com/members/ca/en-us/health-care-professionals/home.aspx

February 14, 2024

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Electronic Visit Verification Multi-factor Authentication for Business Intelligence Tool Users

This is an advisory notification to Molina Healthcare of California (MHC) network providers applicable to the Medi-Cal line of business.

What you need to know:

Multi-factor Authentication (MFA), also referred to as two-factor authentication, is a security method that requires users to provide two or more forms of identification before granting access to an account or system.

Typically, MFA involves providing a password or Personal Identification Number (PIN) along with an additional factor, such as a fingerprint or security token, which is a unique passcode generated for users to gain access to the system.

MFA is essential for securing online accounts, particularly those containing sensitive information. Passwords can often be compromised, making them unreliable as a sole method of security. MFA adds an extra layer of security protection and makes it more difficult for unauthorized users to access an account even if they have obtained or bypassed the password.

When this is happening:

Effective **February 21, 2024**, MFA will be required to access the California Electronic Visit Verification (CalEVV) Business Intelligence (BI) Tool. Follow the instructions in the **Provider Action** section to set-up MFA.

MFA will be required every 24 hours, regardless of activity or when a user logs into the CalEVV BI Tool. Users will be prompted to verify their identity through their smart phone device.

Provider Action

The CalEVV BI Tool MFA relies on SMS/Text through a user's mobile device for authentication.

Enable MFA on Your CalEVV BI Profile

1. Log onto the CalEVV BI Tool.
2. Click on the profile icon.
3. Click on the settings icon.
4. Check the box next to **'Enable multi-factor verification'**.
5. Enter your mobile phone number in the **'Send verification code to'** field.
6. MFA is now enabled and will be required at the next log in.

Log on to CalEVV BI Profile with MFA

1. Once enabled, you will be prompted to enter an MFA verification code when logging onto the CalEVV BI Tool.
2. The code will be sent via text at each login to the phone number that was entered upon enabling MFA.
3. Simply retrieve the code from your text message, enter it into the field provided, and click VERIFY.

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<u>Additional Support</u>

- For general information about the CalEVV program:
  - Department of Health Care Services (DHCS) EVV:
    https://www.dhcs.ca.gov/provgovpart/Pages/EVV.aspx
  - DHCS Email: EVV@dhcs.ca.gov
- For technical assistance:
  - Customer Support Phone Number: (855) 943-6070
  - Customer Support Email: CACustomerCare@sandata.com
- For Alternate EVV assistance:
  - Customer Support Phone Number: (855) 943-6069
  - Customer Support Email: CAAltEVV@sandata.com

What if you need assistance?

If you have any questions regarding the notification, please contact your Molina Provider Relations Representative below.

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