carelon

Carelon MBM introduces multi-factor authentication for its specialty benefits and post-acute provider portals

May 2024 client notification

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Beginning Q3 this year, Carelon Medical Benefits Management (MBM) will begin to roll out multi-factor authentication (MFA) for its specialty benefits and post-acute provider portals. A pilot group, consisting of MBM user experience group portal users will go first to be followed by a rollout schedule for our existing MBM and post-acute portal users that will be completed in waves Q3 through year end. New portal users who sign up with us starting in Q3 will automatically experience the new multi-factor authentication login process.

What is multi-factor authentication (MFA)?

Multi-factor authentication (MFA) is a multi-step login process that requires system users to enter their username and password followed by additional information such as a code sent to their email or phone. In some cases, the additional authentication step may involve answering a secret question that's been set up ahead of logging in. Another name that is commonly used for this type of authentication is two factor authentication or 2FA.

Why is MFA important?

Companies commonly use MFA authentication today to protect their own systems, but also to protect those using their systems. Requiring MFA helps protect all against security issues such as compromised login information and phishing attempts. A phishing attempt is an email that tries to obtain confidential information like credit card numbers, user names or passwords.

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How will providers / portal users be notified of the MFA rollout?

Providers / portal users will receive an initial notification in the May edition of our Provider Connection news blog email, on our Portal updates blog page and on our post-acute provider Welcome page. Messaging will also be placed on our provider portals and updates will be provided through these same channels until the rollout is complete. We encourage you to help communicate this security enhancement through your own provider channels too.

How can providers / portal users stay informed of the rollout schedule and additional information?

Providers / portal users are encouraged to check our Provider Connection Portal updates blog page and our post-acute provider Welcome page regularly for the latest information and important dates tied to our MFA rollout.