

For brokers, general producers and full-service producers

Not intended for distribution to groups or members

Date: April 13, 2018

Market: All

Second Factor Authentication (2FA) on CareFirst Portals

CareFirst Information Security has initiated a new measure to enhance the security of the CareFirst websites and associated customers by adding a new Second Factor Authentication (2FA) step to the login process on CareFirst external websites.

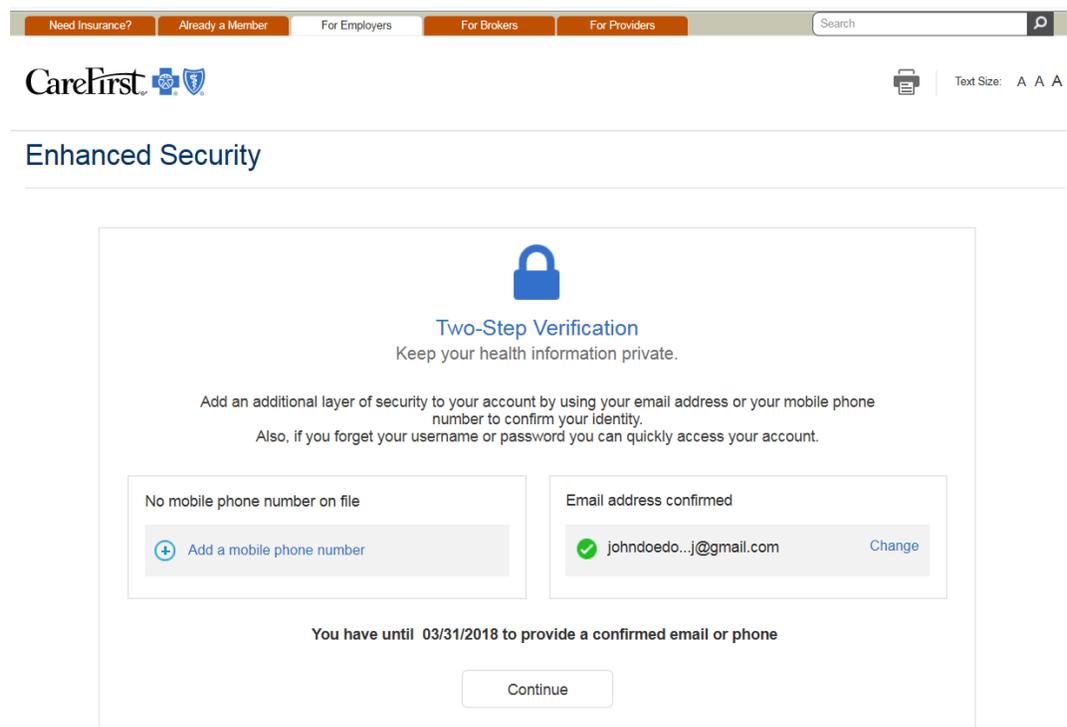
Users who are already registered on Broker Portal and Employer Portal will be required to authenticate their login credentials if:

- CareFirst systems detect any unusual activity during the login process (e.g., user logging in under different computer).
- The user's email address/mobile phone number was not previously confirmed during the initial registration process.

The 2FA process will be enabled on **{select date from April 1-April 13th}**, and will be optional for Broker Portal and Employer Portal users until May 14, 2018. Effective May 14th, users will be required to complete the process when prompted to effectively access the portals.

How does the 2FA Process work?

Step 1: This process will first require you to confirm your registered email and/or mobile number before CareFirst can send you verification codes:



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CareFirst   Text Size: A A A

Enhanced Security


Two-Step Verification
Keep your health information private.

Add an additional layer of security to your account by using your email address or your mobile phone number to confirm your identity.
Also, if you forget your username or password you can quickly access your account.

No mobile phone number on file

 Add a mobile phone number

Email address confirmed

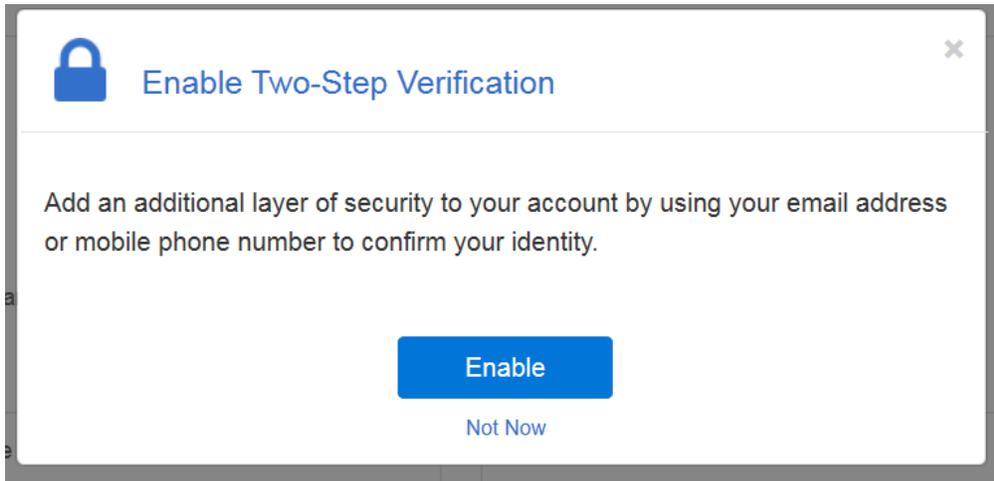
 johndoedo...j@gmail.com [Change](#)

You have until 03/31/2018 to provide a confirmed email or phone

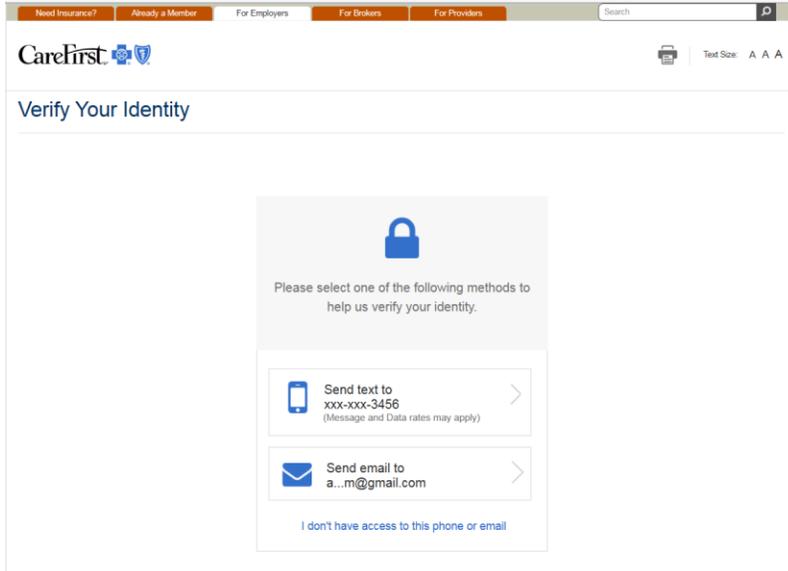
[Continue](#)

Message and Data rates may apply. Message Frequency will vary based on user activity. [Supported Carriers](#)

Step 2: Upon confirmation of either your email address or mobile phone number, you will be prompted to enable the 2FA user verification process:



Step 3: Once you complete Step 2, the system will ask you to select the method by which the confirmation code will be sent (email address or mobile phone number, depending on what was selected in Step 1):



Note: If you do not have access to your mobile phone or email account at this step, click on "I don't have access to this phone or email" and the system will prompt you to provide answers to security questions you set up during your portal registration process, to complete the 2FA verification process. If you select Send Text To or Send Email To, proceed to Step 4.



Step 4: You will receive a confirmation code (via confirmed email address/mobile phone number) and you will enter the code on the screen provided to complete the process:

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CareFirst

Verify Your Identity

A code was sent to mobile phone number xxx-xxx-1234. You have 15 minutes to enter your six digit code below.

Enter code:

Your code will expire in 15 minutes

Submit

[Send a new code](#)

Important: The 2FA Process is applicable to individual Broker and Employer Portal User IDs. In accordance with CareFirst Information Security policies, portal users should not be sharing User IDs and passwords.

Broker Portal Support

If you have any questions about the CareFirst Hub, please contact Broker Portal Support at **877-556-8947**.

