

For brokers and producers only

Date: April 18, 2019

Market: All

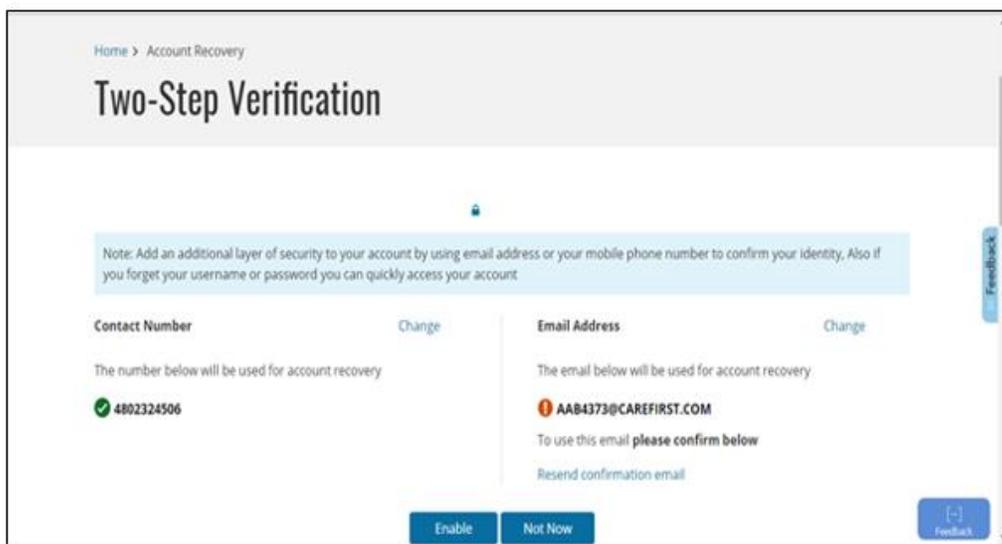
New Security Feature Being Added to *My Account*, Two-step Verification Launches to Members in May

Starting in May, CareFirst BlueCross BlueShield and CareFirst BlueChoice, Inc. will introduce a new security feature—two-step verification—in *My Account*. Two-step verification adds a second layer of security to help ensure unauthorized users cannot access *My Account*, even if they have a member's password. This process should be familiar to most members as it's common in organizations such as Apple, Amazon and many financial institutions.

When a member logs in to *My Account* from a new device, they will need to retrieve a six-digit verification code through an email or text message. Once they enter the code, the device is considered trusted and the member is logged in to *My Account*. This process repeats every time a member uses a new device to log in. Subsequent logins on any of the member's trusted devices will only require the *My Account* username and password.

Timing and impact

- **May 6, 2019**, voluntary – all members signing in to *My Account* will be prompted to add or edit their mobile number and email address and enable two-step verification, or they can delay it.
- **August 9, 2019**, mandatory - two-step verification becomes mandatory and the *Not Now* button goes away. Members will not be able to access *My Account* without completing the process.



Home > Account Recovery

Two-Step Verification

Note: Add an additional layer of security to your account by using 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

Contact Number [Change](#) **Email Address** [Change](#)

The number below will be used for account recovery

4802324506

The email below will be used for account recovery

AAB4373@CAREFIRST.COM

To use this email please confirm below

[Resend confirmation email](#)

[Enable](#) [Not Now](#) [Feedback](#)

- more -

New My Account log in steps

Initial login and any login using a new device:

1. Member enters *My Account* user name and password
2. Member is prompted to complete the verification process
3. Member selects either their email address or mobile phone to receive their verification code. Please note - members may also choose from two alternate verification methods: answering security questions or providing their member ID and other personal information
4. A six-digit code is sent by email or text to the member
5. Member enters the verification code in *My Account*
6. Process is complete – the device is now trusted

Member communications

All members registered with *My Account* will receive an email the week of April 29th notifying them of the new process and recommending they review and update their communication preferences.

A follow-up email will release later this summer, to inform members the process will soon be mandatory, and that they will not be able to log in to *My Account* without completing the verification steps.

Frequently Asked Questions

Why am I getting a Two-Step Verification screen after I enter my username and password in My Account?

To protect the security of your personal information in *My Account*, CareFirst is enhancing our security with a two-step verification process. This new process helps CareFirst verify your identity – even if someone else has your user name and password. Enabling this new process will be voluntary until later this summer when it will become mandatory.

How does the two-step verification process work?

- Enter your *My Account* user name and password
- You will be prompted to complete the two-step verification process
- You must select a communication method to receive your verification code – by email or text message
- A six-digit code will be emailed or texted to you
- Enter the verification code in *My Account*
- Process is complete – you will be logged in to *My Account* and the device will be trusted

Am I required to complete this new process?

As of May 6, 2019, enabling this process is voluntary. On your first login, you will be prompted to complete the verification process or delay it by clicking *Not Now*. We encourage our members to enable the process now to get familiar with this new step. Later this summer, the process will be mandatory for all members.

What happens if I click *Not Now*?

The new two-step verification step will be delayed until you choose to complete it, or when it becomes mandatory for all members later this summer. If you previously delayed the process and would like to now enable it prior to mandatory date, you can do so by:

- Logging in to *My Account*
- Clicking on your name in the upper right-hand corner of the screen
- Selecting *Security Information*
- Clicking *Enable Now* for two-step verification

- more -



How can I update my contact number and/or email address before I complete the two-step verification process?

You can change or update your two-factor verification communication preferences in *My Account* by clicking on your name in the upper right-hand corner of the screen, then selecting *Communication Preferences*.

I already completed the verification process on my phone/tablet/computer. Why am I being asked to do it again?

If you are logging in from a new device – meaning a device you have never used to log in to *My Account* – you will need to complete the verification process for this new device. After completing the process on each new device, the device will be remembered and considered trusted. Clearing your browser cookies will also cause your device to not be recognized as trusted.

What do I do if I receive a verification code I did not request?

Call CareFirst Technical Support at 887-526-8390 Monday to Friday 8 a.m. to 6 p.m. (Eastern Time).

For more information

If you have any questions, please contact your broker sales representative.

