Optum | Maryland

Multi-Factor Authentication in the Incedo Provider Portal

Frequently Asked Questions

1. **What is Multi-Factor Authentication (MFA)?**

   Multi-factor Authentication adds an additional layer of security to the log-in process beyond the standard username and password. It requires users to "authenticate" or confirm their login using an additional form of identification associated with their account. This is typically done by receipt of a unique, one-time code sent by text message or voice call to the user's phone or to an authentication app.

2. **Why is MFA required when logging into the Incedo Provider Portal?**

   Adding MFA to the Incedo Provider Portal further increases system security and aligns with best practice for online application use.

3. **Who is required to authenticate?**

   MFA will be implemented for each individual user ID. If your team is sharing a login credential you will need to register each individual user separately so that each person who uses the system has a unique login, to align with best practice.

   - *Your system administrator will be able to set up individual users in Incedo. Adding users to Incedo is covered in the "Managing Users in the Incedo Provider Portal" training video.*

4. **How do I set-up MFA?**

   When logging in to the Incedo Provider Portal for the first time after this functionality has been implemented, each user will be presented with the request to set up MFA and will choose one of the following three options to proceed with.

   ***Please note**, the authentication method that you select will be the method you use each time moving forward.*

- ***SMS/MMS Text Messaging****. This method sends a 6-digit code to the user's cell phone as a text message. The user must then enter this code on their screen.*

- ***Phone Call****. This method calls the user on their landline or cell phone and reads a 6-digit code twice. The user must then enter this code onto their screen.* ***Please note****, this method cannot be used on a landline phone that requires an extension number.*

- ***An Authenticator Application such as Microsoft Authenticator or Google Authenticator.*** *This type of authentication requires the user to use an application on their phone. A 6-digit code will be displayed in the application for approximately 30 seconds, and the user must enter the code on their screen.*

    - *If you do not currently have an authenticator app on your device, you will need to download one before selecting this option.*

5. **How often do I have to authenticate?**

   This will depend on the validation method you choose. As detailed on page 9 of the MFA Quick Reference Guide, if you chose to authenticate by text or voice call you will have the option to register your device by checking the "Register this device" box. If this box is checked you will only have to validate if you have cleared cache between log-in's, or you are using a new browser or a new device.

6. **What if I change my phone number?**

   Please reach out to the Incedo Admin Support Mailbox: omd_incedo_admin@optum.com *for assistance with resetting your MFA.*

7. **How do I change or update my authentication method?**

   Please reach out to omd_incedo_admin@optum.com *for assistance with resetting your MFA preferences.*

8. **What if I don't receive a phone call or text with my code?**

   Be patient, sometimes the phone call or text can take a minute to initiate. After 3 minutes if nothing has happened, click on the "try again" link located on the verification code screen.

9. **What if I do not have my phone with me to receive a code?**

   *You will need to have the phone used for authentication with you in order to authenticate. For security purposes, the Incedo Admin Support team **will not** be able to provide you a code in this situation.*

10. **What if I enter the code incorrectly?**

    A new code will be sent to you. Do not attempt to re-enter the same code – each code is one-time use only.

11. **Who can I contact if I experience difficulty with MFA?**

    Contact Optum Maryland customer service 1-800-888-1965 or Optum's Incedo Admin Support team at omd_incedo_admin@optum.com.