

Multi-Factor Authentication (MFA)

ATTENTION

WEB PORTAL USERS:

Due to Increased CMS Security Requirements, **myCGS Portal Users** MUST SIGN UP for Multi-Factor Authentication (MFA) by July 1, 2017.

WHY YOU NEED IT:

It's easier than you might think for someone to steal your password. Multi-factor Authentication (MFA) will help ensure the security of your myCGS account even if someone manages to obtain your password without your knowledge.

HOW IT WORKS:

The myCGS MFA is an extra layer of security which Users can voluntarily access before it becomes required. In order to do so, users should log in to myCGS and then access the 'My Account' tab to turn on this optional feature.

You'll enter your password as usual.

Then, you'll select your preferred method of MFA verification code delivery between an email or a text message.

Once activated, signing in to your myCGS account will work a little differently: Each time you will be logging in to the myCGS portal, you will be provided with a verification code via the selected method. Once you receive your verification code, you will enter it in the verification box and you're in. It may seem cumbersome at first, but once you get used to it, this added security will allow you to enjoy peace of mind that will make this extra step more than worth it!

DEADLINE TO SIGN UP:

- Providers have from now through **July 1, 2017**, to voluntarily sign-up for multi-factor authentication for each active user ID.
- **May 1, 2017 to June 30, 2017**, providers will be required to sign up for multi-factor authentication at enrollment, password reset and account update.
- **Effective July 1, 2017**, if you have not yet signed up for MFA, your account will automatically be set to MFA with the email address associated with the user ID.

The screenshot shows the 'myCGS' portal's 'My Account' page. At the top, there are navigation links: Home, Claims, Remittance, Eligibility, Financial Tools, Messages, Forms, Support, Admin, and My Account. Below these is a 'User:' field and a 'Provider:' field. A notification bar indicates 'You have 0 unread message(s) and 1 alerts.' and a 'Help' button. The main content area is titled 'My Account' and contains several sections: 'Account Information' and 'Change Password'. The 'My Account' section includes fields for Name (First and Last), six Validation Questions (e.g., 'In what city was your father born?'), E-mail Address, Re-enter E-mail Address, Phone (with extension), and 'I am/work for:' (with a dropdown for 'Provider'). There are also checkboxes for 'Are there users on this account that work for a billing service or clearinghouse?' and 'Multi-factor Authentication'. The 'Multi-factor Authentication' section has radio buttons for 'Yes' and 'No', and fields for 'MFA E-mail Address', 'MFA Mobile Opt-in', 'Mobile Phone', and 'Carrier'. A 'Submit' button and a 'Clear' button are at the bottom.

This is a close-up of the 'Multi-factor Authentication' section of the form. It shows the 'Multi-factor Authentication' radio buttons (Yes/No), the 'MFA E-mail Address' field, the 'MFA Mobile Opt-in' radio buttons (Yes/No), the 'Mobile Phone' field (with extension), and the 'Carrier' dropdown menu. A 'Submit' button and a 'Clear' button are at the bottom. A small red text note at the bottom reads: 'Standard text messaging rates may apply based on your plan with your mobile phone carrier. If you do not want to enter a mobile phone number, you can still use the MFA feature with your registered email address on file.'

