March 31, 2025

TO: All Providers

RE: Continuation of Multi-Factor Authentication (MFA) Requirement to Access Alabama Medicaid Interactive Web Portal

Note: This is a follow-up Provider ALERT to the original ALERT dated December 13, 2024, titled Implementation of Multi-Factor Authentication (MFA) Requirement to Access Alabama Medicaid Web Portal.

The Alabama Medicaid Agency now requires MFA when accessing the Medicaid Interactive Web Portal. MFA is an added step to the sign in process which improves security by requiring users to use a separate device to help verify your identity. MFA will be required for all web portal account types (administrator, clerk, etc.). Users will be required to authenticate using MFA each time they log in unless the last successful login session occurred within 30 minutes.

This requirement will be conducted in phases based on web portal username. Gainwell Technologies will enable a select number of usernames at a time for MFA requirement. Upon Web Portal login, **selected enabled user accounts** will be prompted to complete MFA setup. When a web portal username has been selected, a scannable QR code and secret code will be displayed after successful login attempt. For assistance with this process, see steps below.

Users are required to download a Time-based One-Time Password (TOTP) MFA program of their choice to a computer (PC) or mobile device. For your convenience, Gainwell Technologies included a list of MFA mobile applications (apps) to install at no charge:

- Microsoft Authenticator
- Google Authenticator

NOTE: Use caution when downloading applications from an untrusted source that can potentially contain viruses, malware or other security threats.

For steps to install and use a MFA program on a PC desktop, please contact your local system administrator and/or Information Technology (IT) department.

Steps to Download MFA Program on a Mobile Device

1. **Open** Apple App Store (IOS) or Google Play Store (Android).
2. **Search** for MFA Program.
3. **Download** App.
4. **Open** App.
5. Follow App prompts to set up MFA User Account.

After you have downloaded and set up your preferred MFA application, please follow the steps below:

Steps for Initial MFA Setup in the Alabama Medicaid Interactive Web Portal Using a Mobile Device

1. Log on to the Alabama Medicaid Interactive Web Portal by going to the following link and selecting **Secure Site**: https://www.medicaid.alabamaservices.org/alportal/.

2. *QR code* and a secret code will display.

3. Using your mobile device **scan** the *QR code* provided OR manually enter the 24-character secret code.
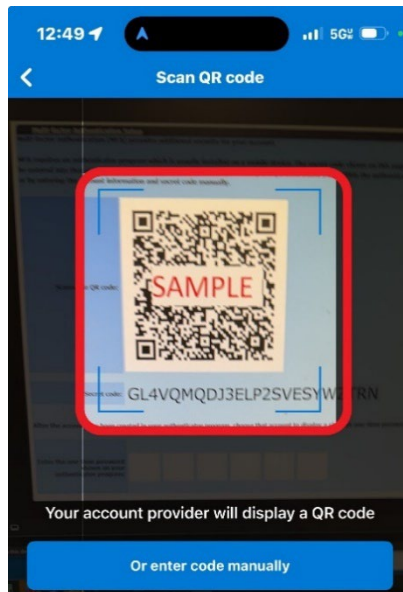
4. The MFA application will now display the Medicaid account and one-time password. **Enter** the 6-digit one-time password generated by MFA application in the MFA Authentication field.

> After the account has been created in your authenticator program, choose that account to display a six digit one-time password.
>
> Enter the one-time password shown on your authenticator program:

<u>Steps for Initial MFA Setup in the Alabama Medicaid Interactive Web Portal Using an MFA PC Desktop Program</u>

1. Log on to the Alabama Medicaid Interactive Web Portal by going to the following link and selecting **Secure Site**: https://www.medicaid.alabamaservices.org/alportal/.
2. QR code and a *secret code* will display.
3. **Enter** 24-digit *secret code* into MFA desktop program.
4. **Enter** the 6-digit one-time password generated by MFA application in the MFA Authentication field.

After successfully completing the initial MFA setup, users will be prompted to enter a 6-digit one-time password generated by the MFA application each time they log in to the Interactive Web Portal. Users may use the steps outlined below for assistance with this process:

<u>Steps for using MFA After Initial Setup:</u>

1. Log on to the Alabama Medicaid Interactive Web Portal by going to the following link and selecting **Secure Site**: https://www.medicaid.alabamaservices.org/alportal/.
2. **Enter** 6-digit one-time password generated by MFA application when prompted.

> Alabama Medicaid Agency
> **Medicaid** (EB003)
> Thursday, September 19, 2024
> You have approximately 19 minutes until your session will expire.
>
> Home | NDC Look Up | Information | Account | Provider Directory
> Home | Account Setup | Reset Password | Secure Site
>
> **Important Announcements**
> Click any row below to view all announcements.
> For information regarding the COVID-19 Public Health Emergency Unwinding process, including impor...
>
> **Multi-factor Authentication** [?]
>
> Enter the one-time password shown on your authenticator program:

Information is available on the Alabama Medicaid website at https://medicaid.alabama.gov/content/7.0_Providers/7.11_Multi_Factor_Authentication.aspx.

MFA Setup Training Video for Providers: https://www.youtube.com/watch?v=VDKIk5dRz04.

For questions or issues with MFA, please contact the Provider Assistance Center at 1-800-688-7989 and select Option 1 for Provider then Option 2 for MFA Authentication Questions from the IVR offer menu.