Provider Bulletin

Molina Healthcare of California

https://www.molinahealthcare.com/members/ca/en-us/health-care-professionals/home.aspx

February 14, 2024

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Multi-factor Authentication (MFA) for California Electronic Visit Verification (CalEVV) Portal and Aggregator Users

This is an advisory notification to Molina Healthcare of California (MHC) network providers applicable to the Medi-Cal line of business.

What you need to know:

California Electronic Visit Verification (CalEVV) participants, Multi-factor Authentication (MFA) will be required to access the CalEVV Portal and Aggregator. Instructions to log in using MFA are listed below.

What is MFA?
MFA, also referred to as two-factor authentication, is a security method that requires users to provide two or more forms of identification before granting access to an account or system.

How does MFA work?
Typically, MFA involves providing a password or Personal Identification Number (PIN) along with an additional factor, such as a fingerprint or security token, which is a unique passcode generated for users to gain access to the system.

Why is MFA important?
MFA is essential for securing online accounts, particularly those containing sensitive information. Passwords can often be compromised, making them unreliable as a sole method of security. MFA adds an extra layer of security protection and makes it more difficult for unauthorized users to access an account even if they have obtained or bypassed the password.

MFA and the CalEVV System
MFA will be enabled for both the CalEVV Portal and Aggregator. MFA will **not** be enabled for the CalEVV Sandata Mobile Connect (SMC) application. Therefore, no action is required for SMC mobile application users.

When this is happening:

Effective **February 21, 2024.**

Provider Action

How to Authenticate?
Authentication can be validated by using one of the following methods to verify identity:

- Email address associated with your CalEVV user profile.
- Google Authenticator.
- Microsoft Authenticator.

How Often?
MFA will be required every 12 hours, regardless of activity, or when a user logs into the CalEVV system from a new device.

Selecting MFA Method at Initial Login
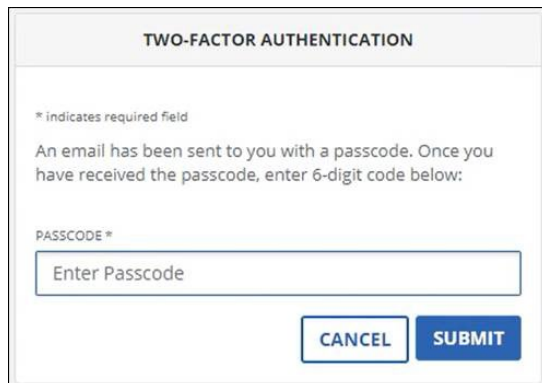Once MFA has been enabled for CalEVV, users will be prompted to choose an MFA method:

1. Email:
   a. The email associated with your profile on CalEVV.
2. Authenticator application which can be either of the following:
   a. Microsoft Authenticator
   b. Google Authenticator

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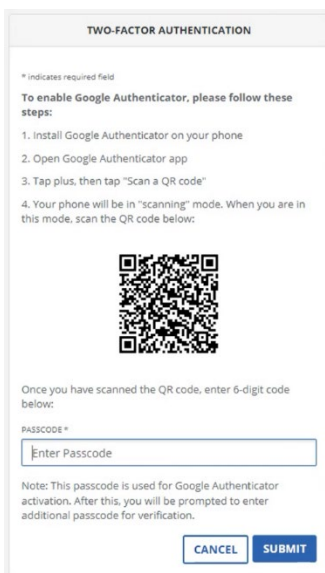**Instructions for MFA Using Email – Choice #1**

1. You will receive an email from **noreply@okta.com**.
    a. Check your spam/junk folder.
2. Open the email, scroll down, and locate your one-time verification code.
3. Copy/paste the code into CalEVV MFA when prompted.
4. Click SUBMIT.

Instructions for MFA Using Authenticator Application – Choice #2

1. Download either the Google Authenticator or Microsoft Authenticator application.
2. Open the application.
3. Retrieve the passcode from the application.
4. Enter the passcode into CalEVV MFA when prompted.
5. Click SUBMIT.

Contacts and Resources

For general information about the CalEVV program, please visit these California Department EVV websites:

- Department of Health Care Services (DHCS) EVV
- Department of Developmental Services (DDS) EVV
- California Department of Aging (CDA) EVV
- California Department of Public Health (CDPH) EVV

For technical assistance, please call Customer Support at 1-855-943-6070 or email CACustomerCare@sandata.com.

For Alternate EVV assistance, please call Customer Support at 1-855-943-6069 or email CAAltEVV@sandata.com.

For additional questions, email:
- DHCS: EVV@dhcs.ca.gov
- DDS: EVV@dds.ca.gov
- CDA: EVV@aging.ca.gov
- CDPH: CDPHMCWP@cdph.ca.gov

What if you need assistance?

If you have any questions regarding the notification, please contact your Molina Provider Relations Representative below.

Service County Area	Provider Relations Representative	Contact Number	Email Address
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