Digital Sales - Producer Portal MFA Guide

What is changing

- Effective May 6, 2024 producer.highmark.com will require **ALL** users to sign up for Multi-factor Authentication (MFA).

- To the right is a screenshot of the new Producer login experience:
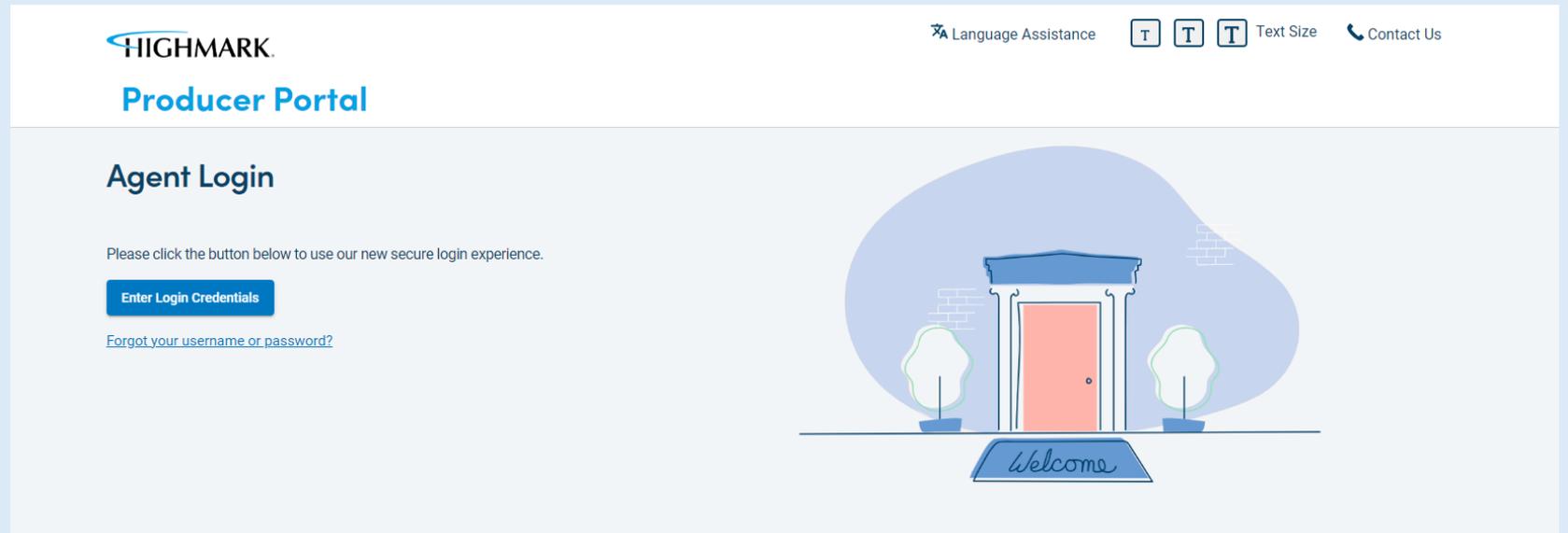
Producer Portal MFA Guide – Profile Enrollment

- After clicking the **Enter Login Credentials** button you will be taken to the **new MFA login screen** seen to the right.

- You will use your **NORMAL PRODUCER PORTAL** username and password on this screen. Once confirmed, you will be sent to the MFA sign up screen.
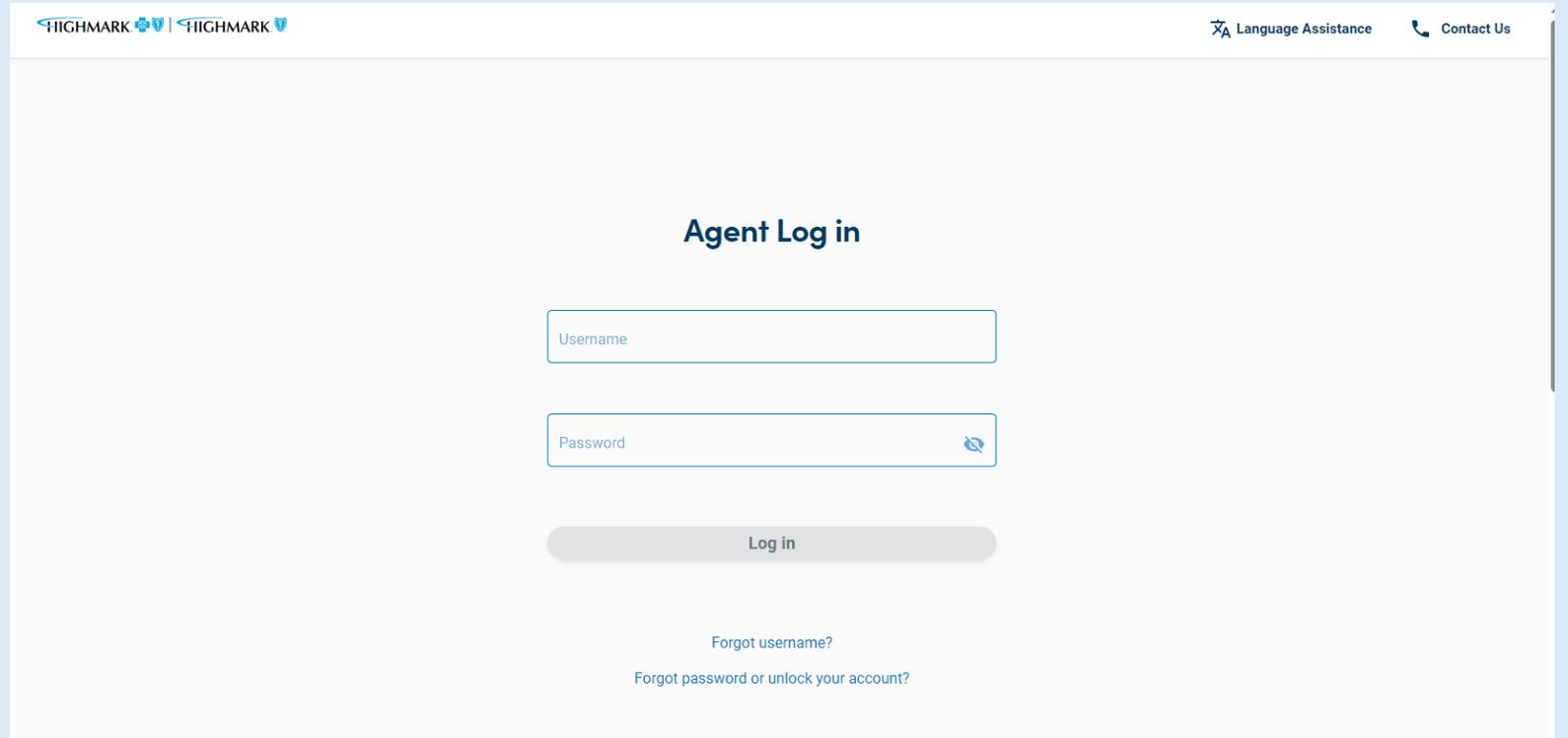
Producer Portal MFA Guide – Profile Enrollment

ENROLLMENT FLOW:

- You **MUST** sign up for MFA to maintain access to producer portal. You can either sign up via **EMAIL** or **TEXT:**
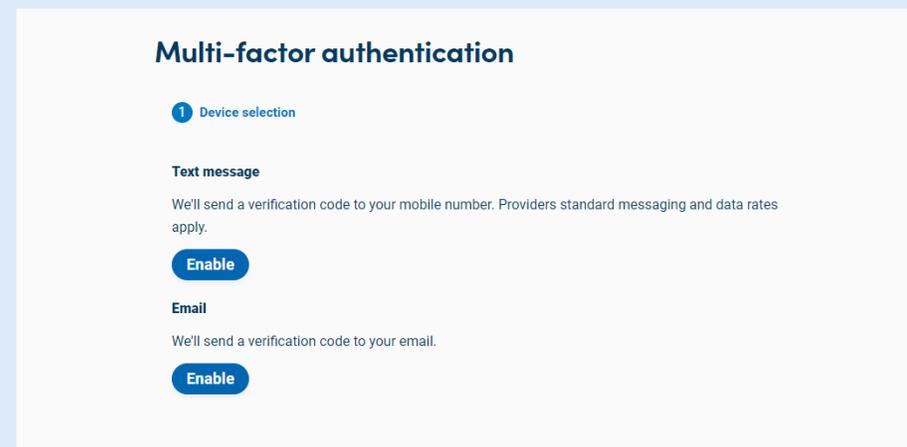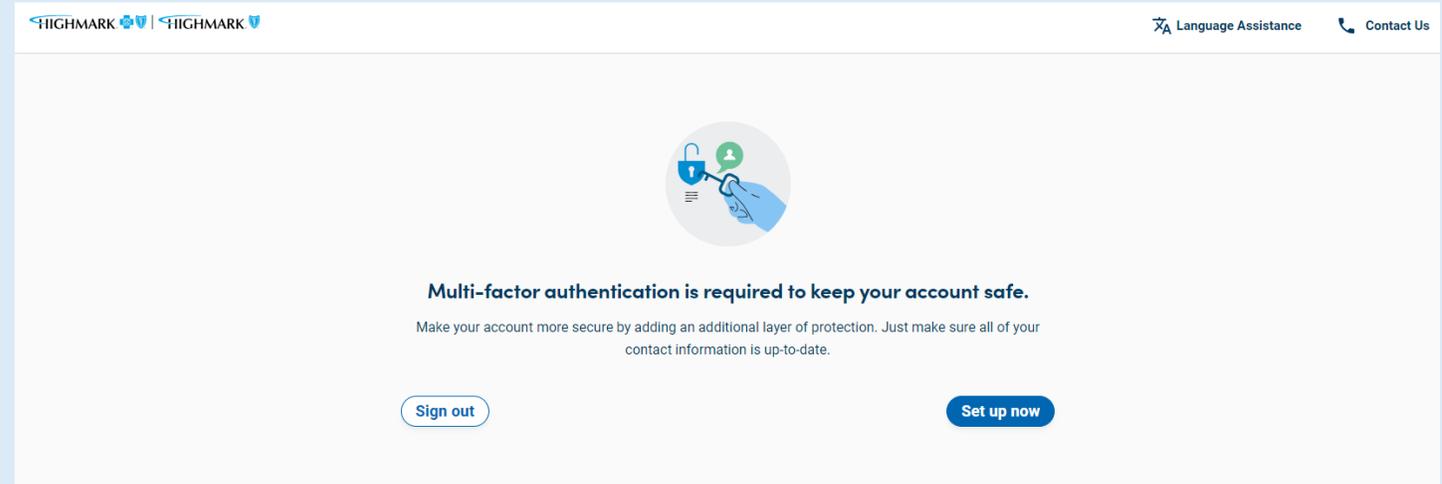
Producer Portal MFA Guide – Profile Sign Up(cont'd)

After selecting your MFA method, you must enter a valid phone number or email address. **NOTE:** You do **NOT** need to use the same email/phone that is linked to your existing producer portal account. Also, for phone sign up you **MUST use a mobile device.**

Phone Sign Up

Multi-factor authentication

✓ Device selection ———————— ② Enroll mobile phone

Enter the mobile phone number you would like to enroll. You will then receive a verification code to confirm your number.

[Phone Number]

Submit

Email Sign Up

Multi-factor authentication

✓ Device selection ———————— ② Enroll email

Enter the email address you would like to enroll. You will then receive a verification code to confirm your email address.

[Email Address]

Submit

Producer Portal MFA Guide – Profile Validation Methods

You will then be required to validate your selected method of signing in.

Phone Sign Up

Email Sign Up

Producer Portal MFA Guide – Profile Sign Up Success

If your sign up is successful, you will see the following screen.
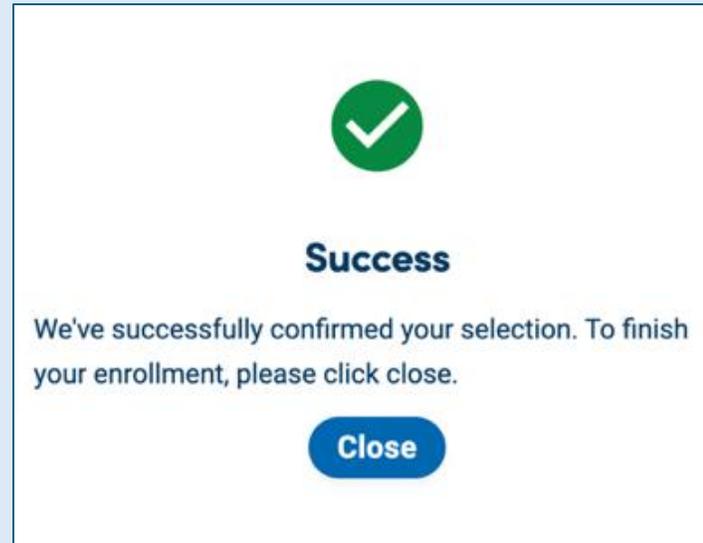
Producer Portal MFA Guide – Profile Sign Up Timeout

- **NOTE:** If you are inactive for more than 5 minutes during the sign up flow, your session will be timed out and you will need to restart the flow.

- *This is purely timeout for your MFA access – and is not timeout for your experience during the member's enrollment application.*
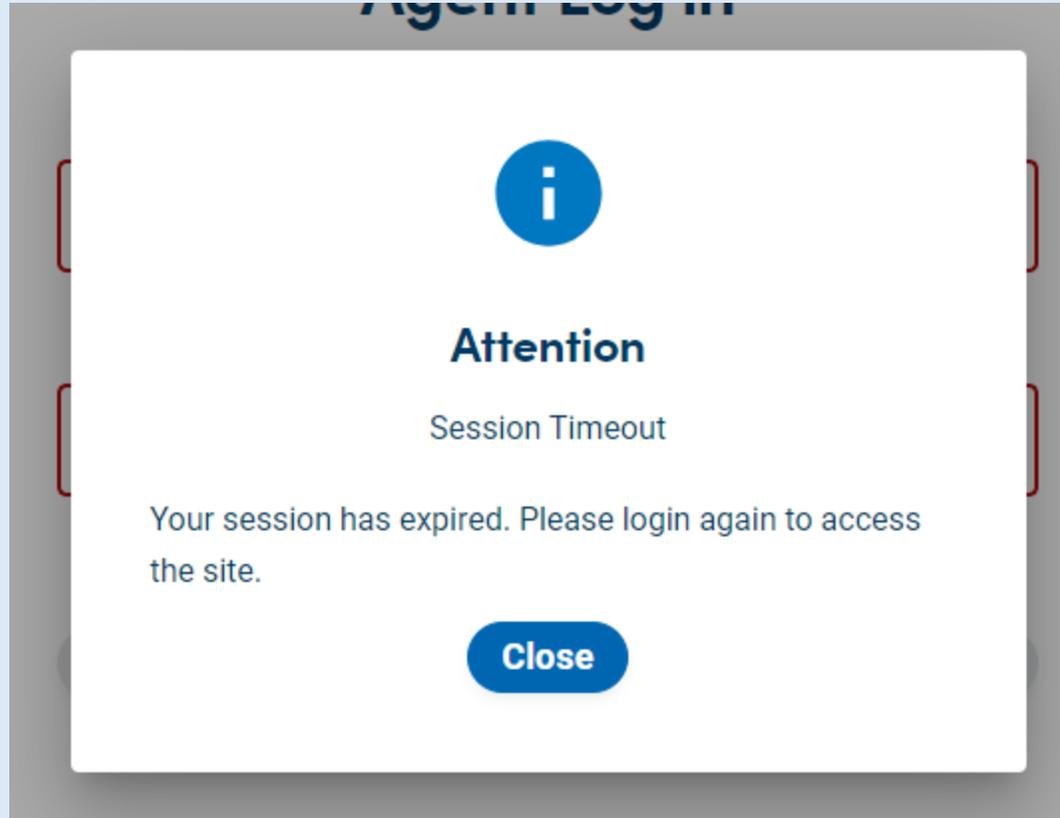
Producer Portal MFA Guide – 2nd Login after Profile completion

- After successfully completing sign up, you will **be taken back to the MFA login screen to repeat the login action once more.**

- When you click the "Enter Login Credentials" button you will be taken to the new MFA login flow.

- You will use your **NORMAL PRODUCER PORTAL** username and password on this screen. Once confirmed, you will be sent to the MFA verification screen.
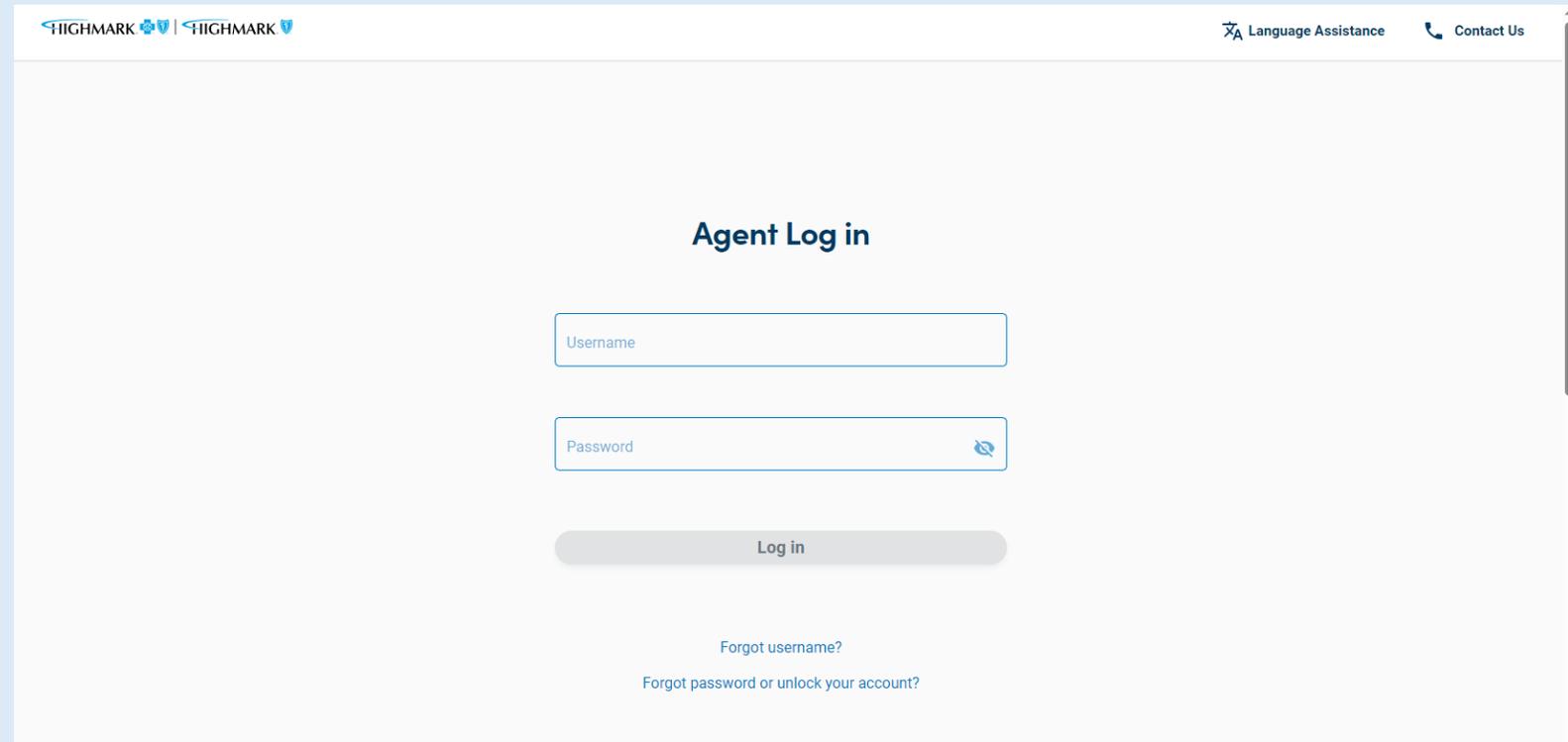
HIGHMARK | HIGHMARK

文A Language Assistance   📞 Contact Us

Agent Log in

Username

Password 👁

Log in

Forgot username?

Forgot password or unlock your account?

Producer Portal MFA Guide – Login MFA

- You will then receive a 6 digit code via the method that was chosen during initial setup.

Phone   **Email**
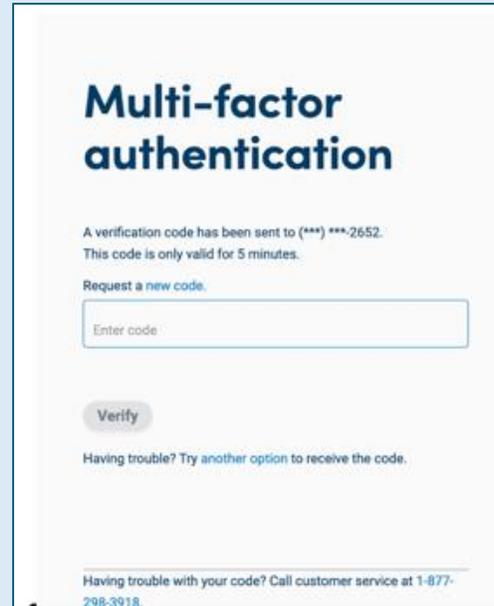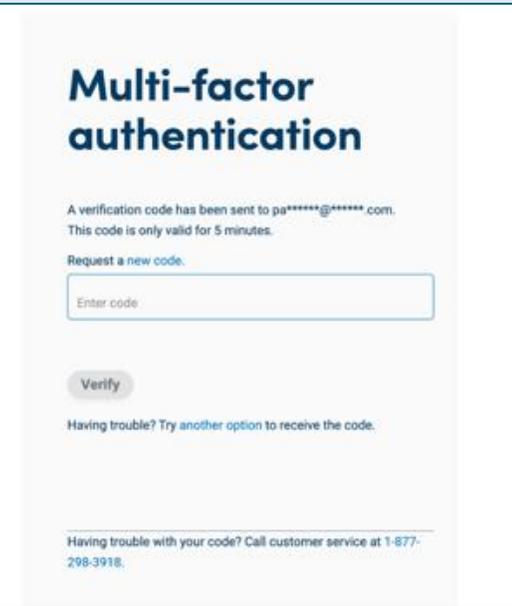
Producer Portal MFA Guide – Login Success

- Once your code is accepted, you will automatically be redirected to the normal post login LOB page in producer portal.

Choose an Agency and Get Started

Medicare

Region: DE
Agency: ARMS INSURANCE GROUP LLC
Agency ID: FMO2012438

Change Medicare Agency

| Medicare Dashboard |
| Start Enroll |
| PURL Dashboard |

Individual

Region: DE
Agency: ALERA GROUP INC
Agency ID: GA2023152

Change Individual Agency

| Individual Dashboard |
| New Business |

Small Group

Region: WPA
Agency: Alera Group, Inc.
Agency ID: 0002568213

Change Small Group Agency/Region

| Small Group Dashboard |

Producer Support

Region: WPA
Agency: Alera Group, Inc.
Agency ID: 0002568213

Change Producer Support Agency/Region

| View Resources |
| Log in as Employer |
| Generate Agency Reports |

Producer Portal MFA Guide – Changing Settings in your Profile

- You may need to update your MFA settings (change phone number or email address).

- To do this you will **FIRST NEED TO LOGIN** with your existing MFA credentials.

- You will then need to access the "My Account" section in producer portal.

Producer Portal MFA Guide – Profile Settings (cont'd)

- First you will need to **DISABLE** the MFA method you wish to update.

Producer Portal MFA Guide – Profile Settings (cont'd)

- You will then need to **REENABLE** the method you wish to update.

- Then you will need to re-confirm the method you selected.

- You can then close the window and return to the Producer Portal.

Producer Portal MFA Guide – Issues with Login or MFA access

- If you are having issues logging in – such as needing your MFA settings reset or dealing with a locked account – Please use one of the contact methods listed at the bottom of the producer portal login page:

For password resets or general login issues please **call our Broker Services team at (800) 652-9459** and use the following options:

Option 1 - Senior Markets

Option 2 - Individual ACA

Option 3 - Commercial Markets

Option 4 - Dual Eligible Special Needs Plan (D-SNP)

Option 5 - All Others

Alternately, you can e-mail for the following products:

Medicare & D-SNP enrollments to highmarkseniormarkets@highmark.com

Individual ACA enrollments to acasalessupport@highmark.com

Producer Portal MFA Guide – FAQs

- Are users able to not use the MFA feature to access the Producer Portal?

  - **NO – All Highmark users are required to use this new feature to secure your data**. You will not be able to access the Producer Portal without completing the Profile Sign Up steps.

- Will users be able to share accounts?

  - Unless you have access to the same phone/email **NO – you will not be able to share accounts.** We strongly recommend creating unique accounts for each user.

- Will a user be able to set the same phone/email for multiple accounts?

  - **YES –** there is no requirement that phone/email be unique amongst accounts.

- Is there a way to "opt-out" of multi-factor authentication?

  - **NO – All users are required to use MFA!**