

Effective 5/12/2025

Completing Multi-Factor Authentication in HPHConnect

As an added security measure, we're implementing a multi-factor authentication process which providers can quickly complete via email or text message.

- If you're already registered for HPHConnect, you'll be prompted to choose your communication preference the first time you log in to the portal.
- Providers who are new to the portal will choose their preference during the HPHConnect registration process.

The screen shots below display the authentication prompts:

Step 1:

MAY 2025

Enter your mobile phone number and/or an email address.

This portal requires multi-factor authentication. To provide enhanced account security, this health plan requires users to $/\Gamma$ authenticate their log in by entering a security code transmitted via text nessage or email Please set up multi-factor authentication on your account by entering your email address and/or a mobile phone number where you can receive text messages. Text message Mobile phone number: XXX-XXX-XXXX Reenter mobile phone number: XXX-XXX-XXXX Email Email address: Email \otimes Reenter emai

Step 3:

Check your email or text message and enter your 6-digit code.



Step 2:

Verify how you would like to receive your security code.



Step 4:

"Confirmed!" message received.

