

March 2, 2023

## Two-Factor Authentication Update

Dear providers,

The Health Plan of San Mateo (HPSM) recently switched on two-factor authentication for the provider portal. This additional level of security will help keep HPSM providers and member information safe.

Log into the provider portal: <https://www.hpsm.org/provider/portal>

Upon logging into the provider portal, you will be required to set up two-factor authentication using an email address or cell phone number. After setup you will be required to enter a six-digit code, received via email or text message, to access the portal.

Here are some tips to help you set up two-factor authentication successfully:

- You will receive an email from [no-reply@healthtrio.com](mailto:no-reply@healthtrio.com) with your six-digit authentication code. If you don't see the email after a few minutes, please check your spam folder and make sure it is not getting blocked.
- If you set up two-factor authentication using a cell phone, you should receive the six-digit code immediately. Email may take a minute to be received, so please be patient and wait for your six-digit code.
- You'll only need to authenticate once a day, so after the first log in of the day, you should be able to log in without submitting a six-digit code for 24 hours.
- Please review frequently asked questions (FAQ) about two-factor authentication here: <https://www.hpsm.org/docs/default-source/provider-services/hpsm-provider-portal-two-factor-authentication-faq.pdf>

If you have questions that aren't answered by the FAQ document, please reach out to the Provider Services department at [PSInquiries@hpsm.org](mailto:PSInquiries@hpsm.org).

Thank you for your continued commitment to our community,  
The Health Plan of San Mateo