

April 19, 2023

## Two-Factor Authentication Email Challenges

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. Providers will be able to sign up for two-factor authentication using a cell phone or an email address.

**If a provider chooses to authenticate using email but doesn't see the email after a few minutes, they can check their spam folder to make sure it is not getting blocked. A provider can ensure they receive the two-factor authentication emails by adding [no-reply@healthtrio.com](mailto:no-reply@healthtrio.com) to their contact list.**

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 additional tips to help with two-factor authentication via email:

- 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. Make sure to click the "Remember this computer for 1 day?" checkbox.
- 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>

Providers can log into the provider portal here: <https://www.hpsm.org/provider/portal>

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