



# Multi-Factor Authentication (MFA) Instructions

## For Clients Utilizing OCA's ClaimsExpress Service

We are excited to release our new feature to handle carriers presenting the enhanced security measures of Multi-factor Authentication.

**For new ClaimsExpress members** enrolling into a supported MFA carrier (i.e., CIGNA), they will receive the existing ClaimsExpress enrollment email currently being sent, with additional functionality to support the MFA.

**For existing members with a login problem** such as invalid or locked, they will receive the current fix credentials email with additional functionality to support the MFA.

**For existing members who were valid prior to the carrier's introduction of MFA**, they will receive the new email, alerting them that it is time to collect their claims. After a new member successfully enrolls, or if an existing member successfully fixes their login problem and has claims collected, they will receive this new email going forward.

## What will the member do?

**Step 1:** For all of the above scenarios of the various mails received by the member depending on their status, the process of filling out the form with their information will be the same. In clicking on the blue button of any of the various emails, they will be taken to the form to first enter their username and password as seen below:

My Accounts

➕ Add Regence of Idaho and select counties of Washington account for The MFA Corporation

Cigna

Your Regence of Idaho and select counties of Washington account requires attention.

This account for Regence of Idaho and select counties of Washington can only be crawled when a user is present to provide two-factor authentication codes.

Before you proceed, make sure you have registered on [www.mca.com](http://www.mca.com) and have your Regence of Idaho and select counties of Washington username and password at your disposal.

Regence of Idaho and select counties of Washington Username

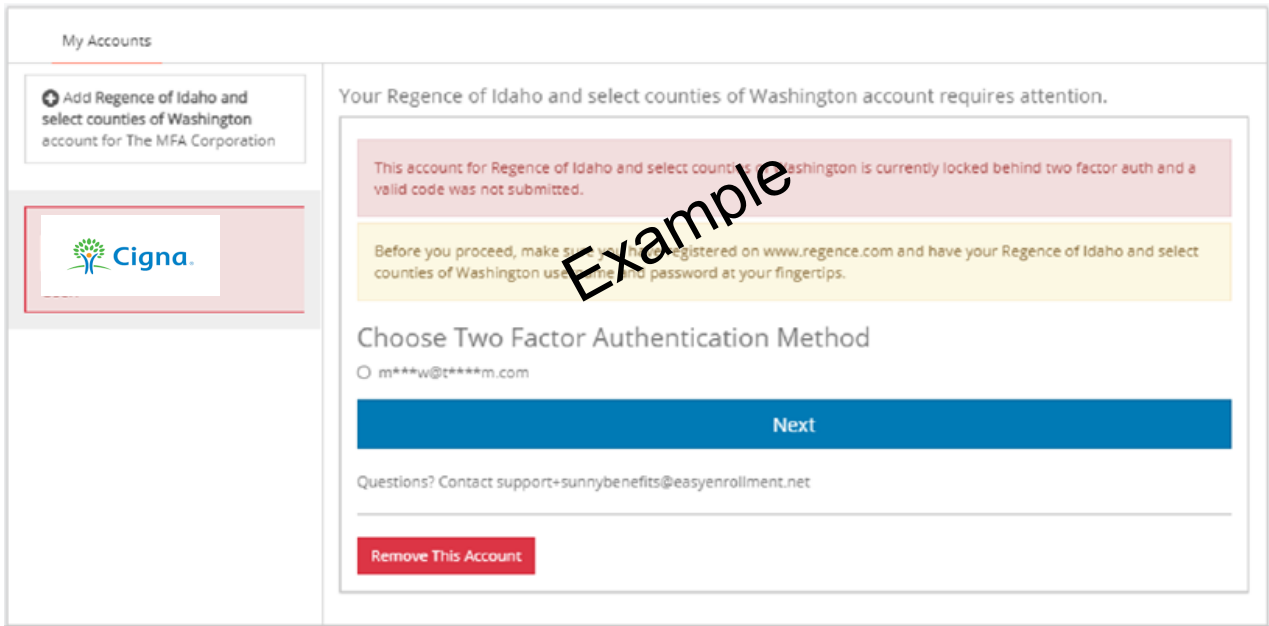
Regence of Idaho and select counties of Washington Password

Verify Credentials

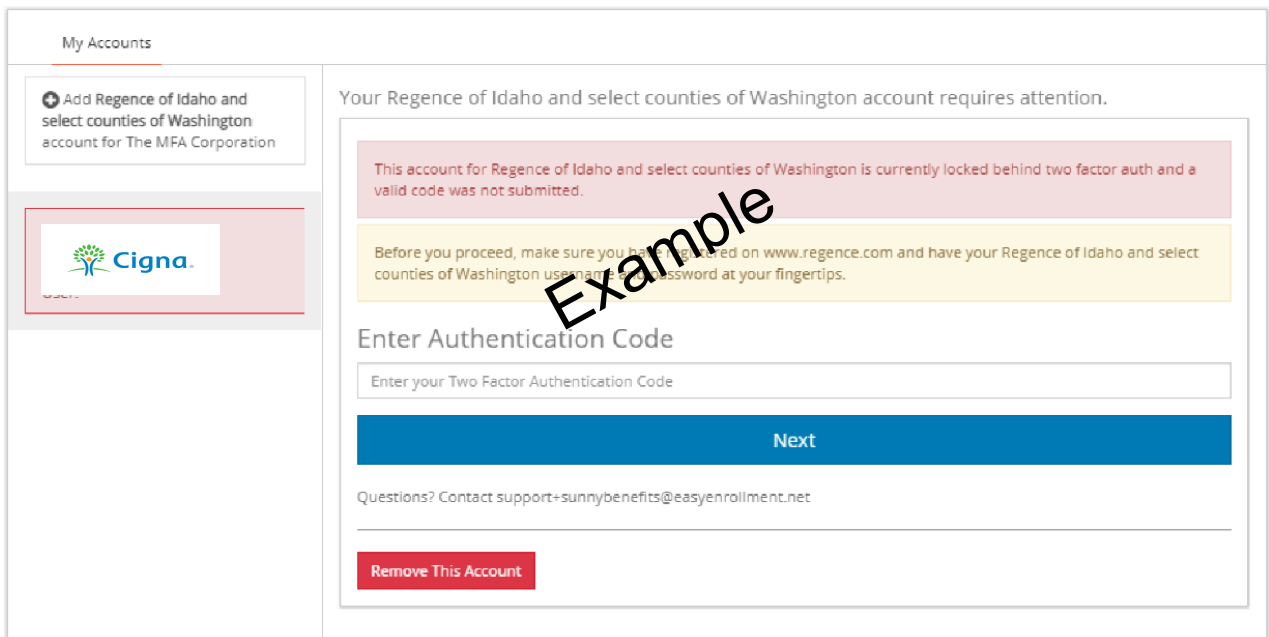
Questions? Contact [support+sunnybenefits@easynrollment.net](mailto:support+sunnybenefits@easynrollment.net)

Remove This Account

**Step 2:** After real-time validation, we will prompt them to select the method of which the member would like to receive their MFA code. This was set up by the member in creating their account on their payer site.



**Step 3:** We will trigger the code to be sent to the method of contact of their choosing. The member will enter the code into the field.



**Step 4:** We will collect claims for the participant upon successfully going through this process!

