

ELECTRONIC VISIT VERIFICATION MULTI-FACTOR AUTHENTICATION AND ACCOUNT RECOVERY



CareBridge Electronic Visit Verification (EVV) uses Multi-Factor Authentication (MFA) to help protect your account. MFA verifies your identity using a one-time verification code or another secure authentication method.

MFA is required when signing in to the CareBridge EVV Provider Portal and Mobile Application.

1. Contact Information Required for Your Account

Users must have an email address and phone number associated with their CareBridge EVV account. This information supports account security, Multi-Factor Authentication, and account recovery.

When you sign in, you may be asked to review the email address and phone number associated with your account (Figures 1 & 2).

- Confirm that the information shown is correct.
- Update any incorrect information.
- Provide any information that is missing.

*Figure 1. Provider Portal
Contact Information*

Confirm Your Contact Information

Please confirm your contact information below and/or provide the information missing to continue. A current email address and phone number are required support upcoming security and self-service account recovery features.

Email*

This field is required

Mobile Number*

SAVE

*Figure 2. Mobile Application
Contact Information*

Confirm Your Contact Information

Please confirm your contact information below and/or provide the information missing to continue. A current email address and phone number are required support upcoming security and self-service account recovery features.

Enter Your Phone Number

(615) 555-1234

Enter Your Email

name@example.com

Submit

2. Signing In to the Mobile Application

Sign in to the CareBridge EVV Mobile Application using your username and password.

When verification is required, the available authentication methods will be based on the information associated with your account. Follow the instructions on the screen to select an MFA method and verify your identity (Figure 3). If the email or phone number shown is unfamiliar, contact your provider agency administrator.

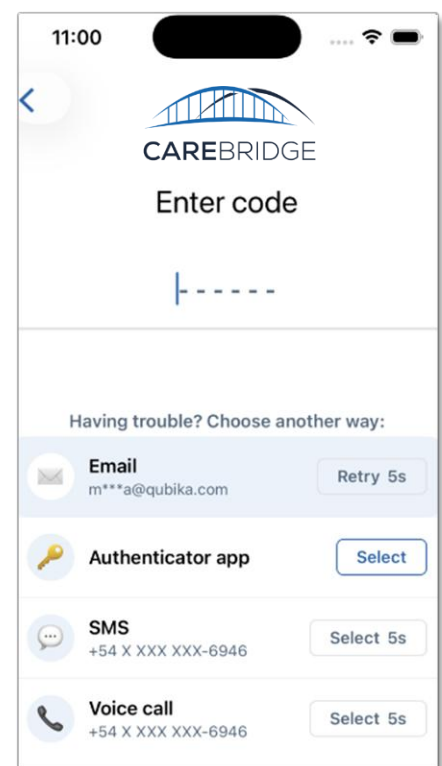
Depending on the methods available for your account, you may be able to receive a one-time verification code by:

- Text message / SMS
- Automated phone call
- Email

If an authenticator application has been added to your account, you may also use the code generated by that application.

After verification the Mobile Application will open.

Figure 3. **Mobile Application MFA Selection**



Important: Although the authentication methods associated with your account are available in both the Provider Portal and Mobile Application, they can only be added or managed in the Provider Portal (see section 5).

3. Signing In to the Provider Portal

Sign in to the CareBridge EVV Provider Portal using your username and password.

When verification is required, the available authentication methods will be based on the information associated with your account. Follow the instructions on the screen to select an MFA method and verify your identity (Figure 4). If the email or phone number shown is unfamiliar, contact your provider agency administrator.

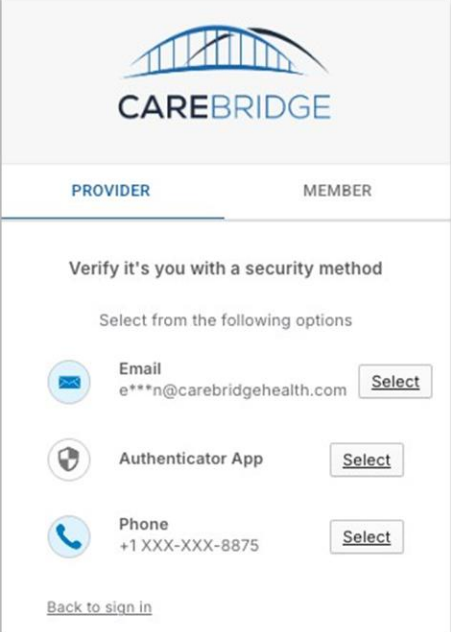
Depending on the methods available for your account, you may be able to receive a one-time verification code by:

- Text message / SMS
- Automated phone call
- Email

If an authenticator application has been added to your account, you may also use the code generated by that application.

After verification the Provider Portal will open.

Figure 4. **Provider Portal**
MFA Selection



The screenshot shows the CareBridge MFA Selection screen. At the top is the CareBridge logo. Below it are two tabs: "PROVIDER" (selected) and "MEMBER". The main heading is "Verify it's you with a security method". Below this is the instruction "Select from the following options". There are three options listed, each with an icon, a label, a value, and a "Select" button:

- Email**: e***n@carebridgehealth.com [Select]
- Authenticator App**: [Select]
- Phone**: +1 XXX-XXX-8875 [Select]

At the bottom left is a link: [Back to sign in](#).

4. Authentication Methods

Phone

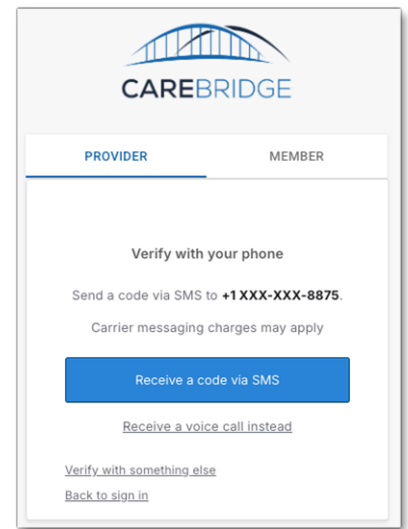
Selecting the **Phone** option allows you to choose to receive a one-time verification code by **text message / SMS** or by **automated call** (Figure 5).

Text Message / SMS

If you select to receive a text message / SMS, you will receive a message at the phone number shown on the screen. Make sure you have access to the selected phone number. This message will provide you with a one-time verification code.

1. Sign in to CareBridge EVV (either the Mobile Application or Provider Portal).
2. Select receive a code via **Text / SMS** (Figure 5).
3. A one-time, **six-digit** verification code will be sent by text message / SMS.
4. Enter the one-time, **six-digit** verification code sent to the phone associated with your account.
5. This code will be valid for **5 minutes**.
6. The sign-in process will continue automatically.

Figure 5. **MFA Phone Options**



Automated Phone Call

If you select an automated phone call, you will receive a call at the phone number shown on the screen. Make sure you have access to the selected phone number. This call will provide you with a one-time verification code.

1. Sign in to CareBridge EVV (either the Mobile Application or Provider Portal).
2. Select the **Automated Voice Phone Call** option (Figure 5).
3. Answer the call. You will hear a greeting and then your **six-digit** verification code will be provided. This code will only be provided twice.
Be sure to make note of this code.
4. Enter the one-time, **six-digit** verification code sent to the phone associated with your account.
5. This code will be valid for **5 minutes**.
6. The sign-in process will continue automatically.

Important: If you cannot answer the call, you may need to begin the verification process again.

Email

If you select an email, you will receive an email at the email address associated with your account. Make sure you have access to the selected email. This email will provide you with a one-time verification code.

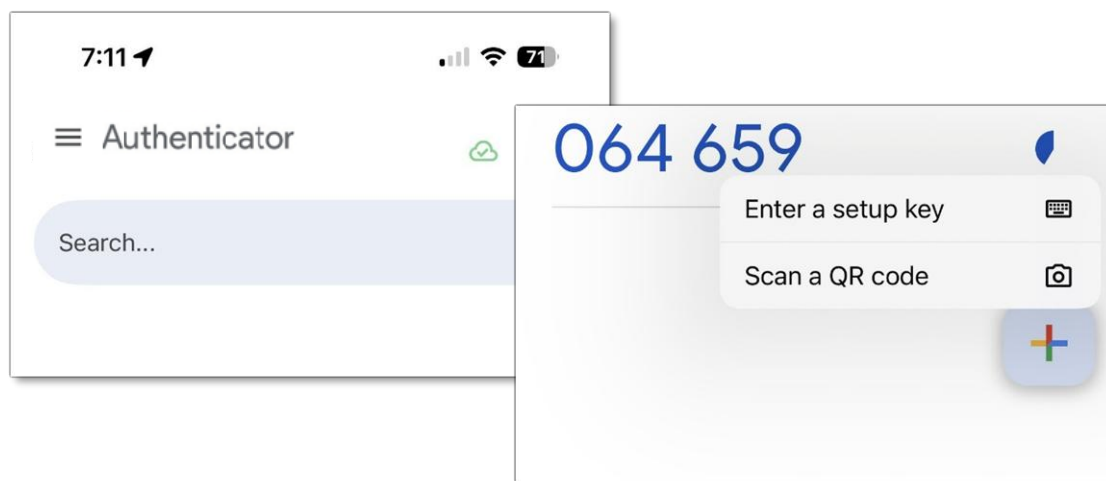
1. Sign in to CareBridge EVV (either the Mobile Application or Provider Portal).
2. Select the **Email** option.
3. A one-time, **six-digit** verification code will be sent by email.
4. Enter the one-time, **six-digit** verification code sent to the email address associated with your account.
5. This code will be valid for **5 minutes**.
6. The sign-in process will continue automatically.

Authenticator Application

If you select the authenticator option, you will use the one-time verification code generated by your authenticator application.

1. Sign in to CareBridge EVV (either the Mobile Application or Provider Portal).
2. Select the **Authenticator** option.
3. Open your authenticator application to locate the one-time, **six-digit** verification code (Figure 6)
4. Enter the one-time, **six-digit** verification code generated by the application into CareBridge EVV.
5. This code will be valid for **5 minutes**.
6. The sign-in process will continue automatically.

Figure 6. **Authenticator Application**



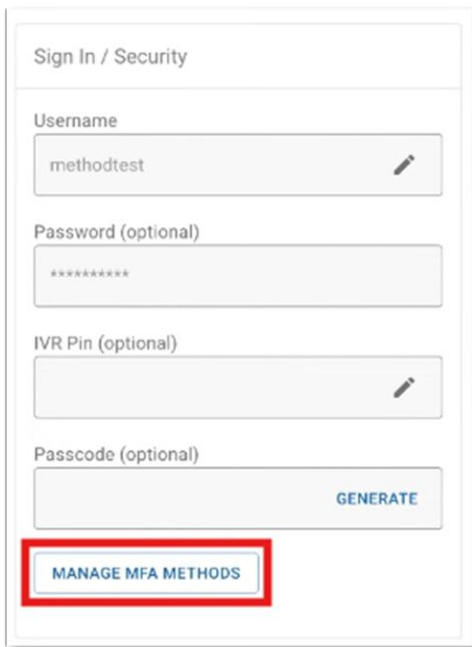
5. Managing Authentication Methods in the Provider Portal

Authentication methods can only be added or managed in the CareBridge Provider Portal by the individual user. Instructions for adding an authenticator application are listed in section 7: *Adding an Authenticator for the First Time*.

To manage authentication methods:

1. Sign in to the CareBridge Provider Portal.
2. Open the **Employee Details** page.
3. Select Manage MFA Methods under Sign In/Security (Figure 7).
4. Review the methods enrolled or available for your account.
5. Select the method you want to add or manage (Figure 8).
6. Follow the instructions on the screen.
7. Select **Save**, if applicable.

Figure 7. **Manage MFA Methods**



Sign In / Security

Username
methodtest

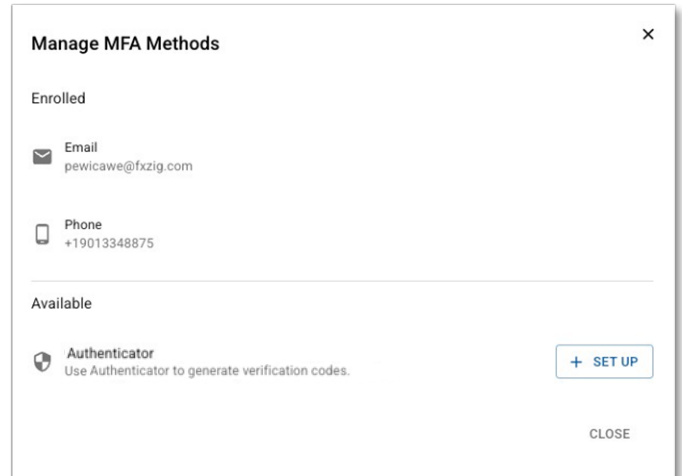
Password (optional)

IVR Pin (optional)

Passcode (optional)
GENERATE

MANAGE MFA METHODS

Figure 8. **MFA Methods**



Manage MFA Methods

Enrolled

Email
pewicawe@fxzig.com

Phone
+19013348875

Available

Authenticator
Use Authenticator to generate verification codes. + SET UP

CLOSE

6. Getting Help from a Provider Administrator

Contact your provider administrator if:

- Your email address or phone number is incorrect.
- You cannot access the email address or phone number shown.
- Your account does not include an email address or phone number.
- You cannot complete the verification process.
- You need help accessing the Provider Portal or Mobile Application.

Your provider administrator may need to update information associated with your account before you can sign in.

If you are a provider administrator and need assistance, please contact CareBridge EVV Support.

7. Adding an Authenticator Application for the First Time

Before beginning, download and install a compatible authenticator application on your device. Refer to your selected authenticator application's instructions for installation and setup.