We heal and inspire the human spirit.

To: EVV Impacted Providers and Individual Nurse Providers

From: IEHP – Provider Relations

Date: January 24, 2024

Subject: **Required: Multi-factor Authentication (MFA) – February 21, 2024**

Effective February 21, 2024: Multi-factor Authentication (MFA) will be required to access the CalEVV Portal and Aggregator. Instructions to log in using MFA are listed below.

What is MFA?

MFA, also referred to as two-factor authentication, is a security method that requires users to provide two or more forms of identification before granting access to an account or system.

How does MFA work?

Typically, MFA involves providing a password or Personal Identification Number (PIN) along with an additional factor, such as a fingerprint or security token, which is a unique passcode generated for users to gain access to the system.

Why is MFA important?

MFA is essential for securing online accounts, particularly those containing sensitive information. Passwords can often be compromised, making them unreliable as a sole method of security. MFA adds an extra layer of security protection and makes it more difficult for unauthorized users to access an account even if they have obtained or bypassed the password.

MFA and the CalEVV System

MFA will be enabled for both the CalEVV Portal and Aggregator. MFA will **not** be enabled for the CalEVV Sandata Mobile Connect (SMC) application. Therefore, no action is required for SMC mobile application users.

How to Authenticate?

Authentication can be validated by using one of the following methods to verify identity:

- Email address associated with your CalEVV user profile
- Google Authenticator
- Microsoft Authenticator

How Often?

MFA will be required every 12 hours, regardless of activity, or when a user logs into the CalEVV system from a new device.

Selecting MFA Method at Initial Login

Once MFA has been enabled for CalEVV, users will be prompted to choose one of two MFA methods:

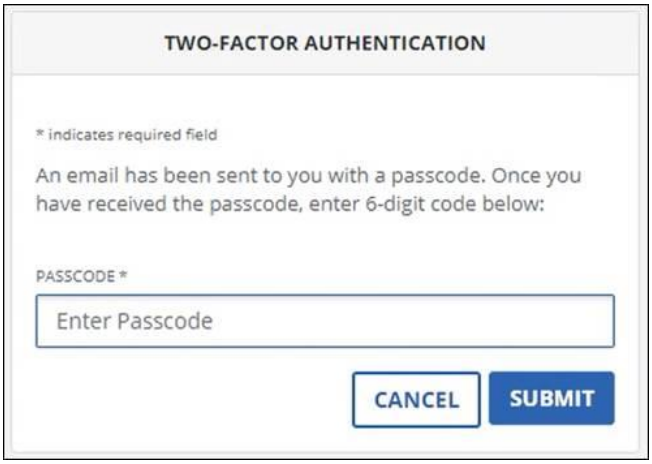
Email:

1. The email associated with your profile on CalEVV

2. Authenticator application which can be either of the following:
    a. Microsoft Authenticator
    b. Google Authenticator

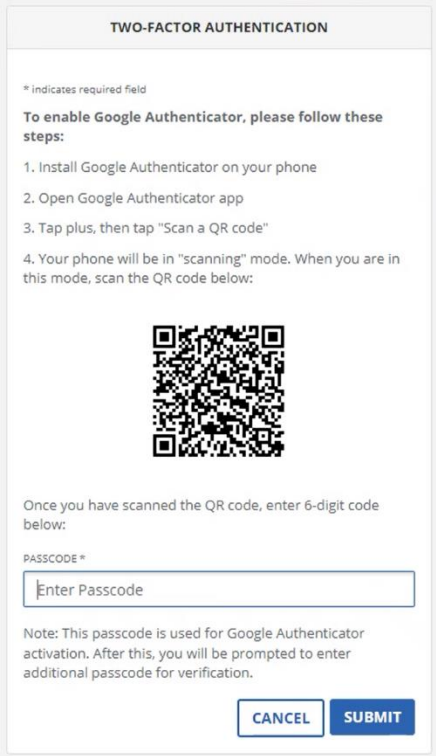
Instructions for MFA Using Email – Choice #1

1. You will receive an email from **noreply@okta.com**.
    a. Check your spam/junk folder
2. Open the email, scroll down, and locate your one-time verification code
3. Copy/paste the code into CalEVV MFA when prompted
4. Click SUBMIT



Instructions for MFA Using Authenticator Application – Choice #2

1. Download either the Google Authenticator or Microsoft Authenticator application
2. Open the application
3. Retrieve the passcode from the application
4. Enter the passcode into CalEVV MFA when prompted
5. Click SUBMIT



Contacts and Resources

For technical assistance, please call Customer Support at 1-855-943-6070 or email CACustomerCare@sandata.com.

For Alternate EVV assistance, please call Customer Support at 1-855-943-6069 or email CAAltEVV@sandata.com

For additional questions, email:

- DHCS: EVV@dhcs.ca.gov
- DDS: EVV@dds.ca.gov
- CDA: EVV@aging.ca.gov
- CDPH: CDPHMCWP@cdph.ca.gov