



## Activating Multi-Factor Authentication (MFA)



### Are you on MyPlan?

Setting up multi-factor authentication, also called MFA, will make it harder for someone else to gain access to your account without your permission.

### What is MFA?

MFA is a login process that requires users to verify their identity through a second step, such as by entering a code that is sent to their email. MFA is sometimes called two-factor authentication.

### Why should I sign up for MFA?

MFA helps protect your personal information from would-be hackers.

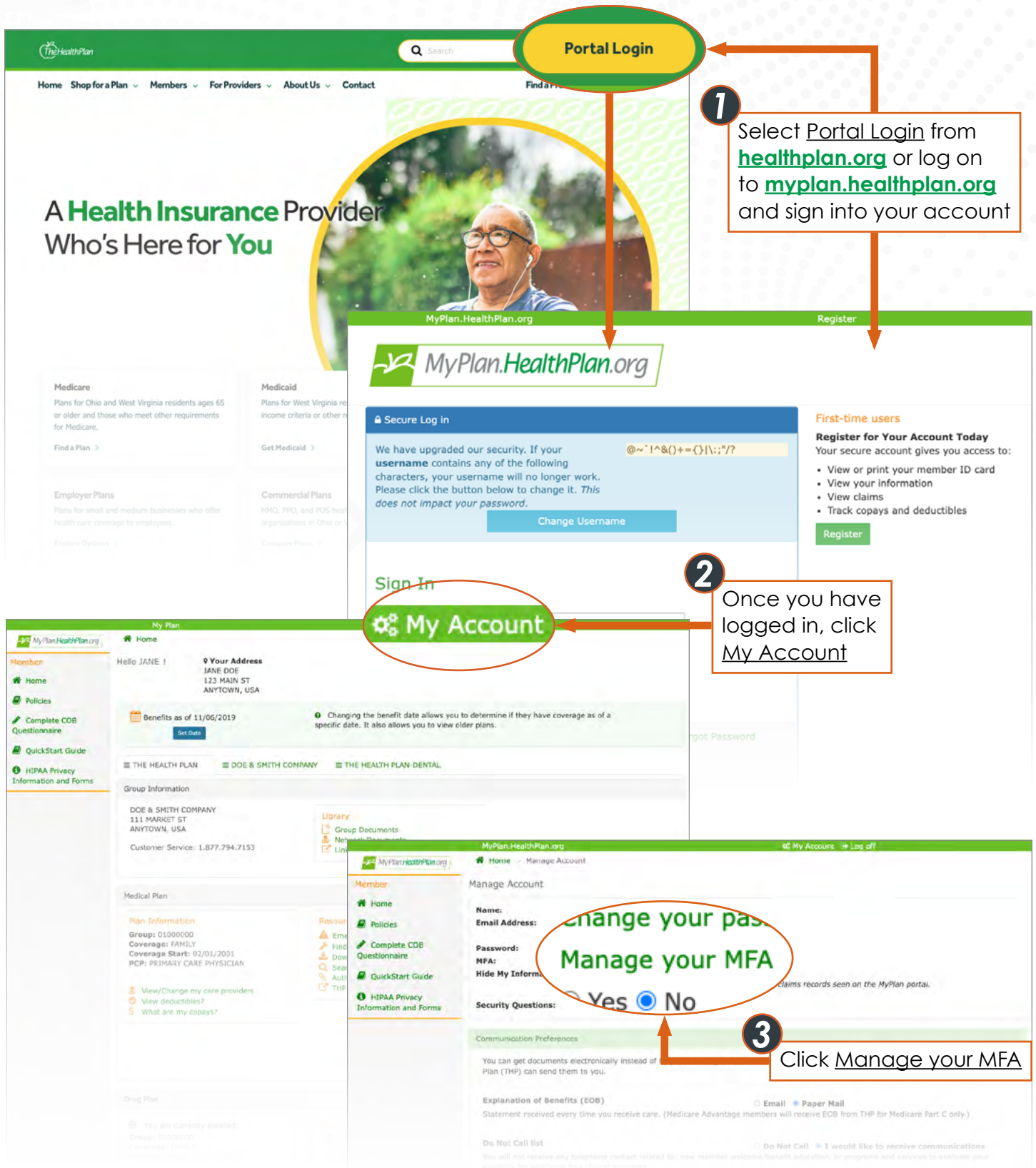
MFA is a strong security measure that can prevent your account from being hacked or compromised because it adds an extra layer of security. You should use MFA on all accounts that contain private or sensitive information.

### How do I sign up for MFA?

It's easy! Just login to your MyPlan account and follow the steps below. A few minutes setting up MFA now may help to protect you from identity theft.



# Activating Multi-Factor Authentication (MFA) on **MyPlan.HealthPlan.org**



**1** Select **Portal Login** from [healthplan.org](http://healthplan.org) or log on to [myplan.healthplan.org](http://myplan.healthplan.org) and sign into your account

**2** Once you have logged in, click **My Account**

**3** Click **Manage your MFA**

**Secure Log in**

We have upgraded our security. If your **username** contains any of the following characters, your username will no longer work. Please click the button below to change it. *This does not impact your password.*

@ ~ ' ! ^ & ( ) + = { } \ | ; ' ?

**Change Username**

**Sign In**

**My Account**

**Manage Account**

**Change your password**

**Manage your MFA**

**Security Questions:** Yes No

**Communication Preferences**

You can get documents electronically instead of Plan (THP) can send them to you.

**Explanation of Benefits (EOB)**

Statement received every time you receive care. (Medicare Advantage members will receive EOB from THP for Medicare Part C only.)

**Do Not Call list**

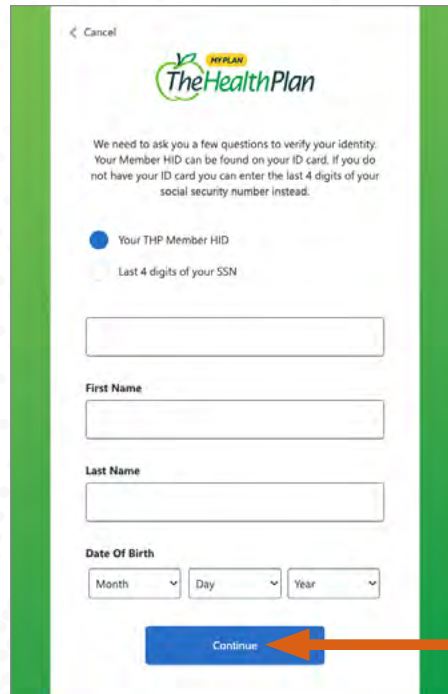
You will not receive any telephone contact related to: new member welcome/benefit education, or programs and services to evaluate your eligibility for additional free clinical programs.



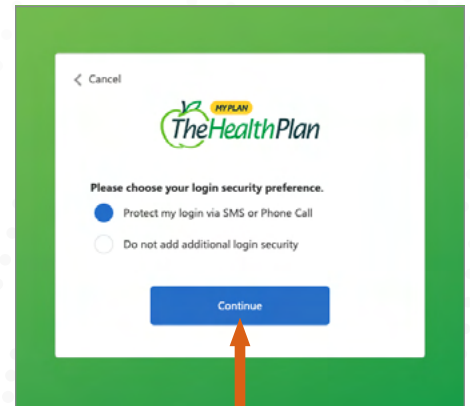
## Activating Multi-Factor Authentication (MFA) on **MyPlan.HealthPlan.org**



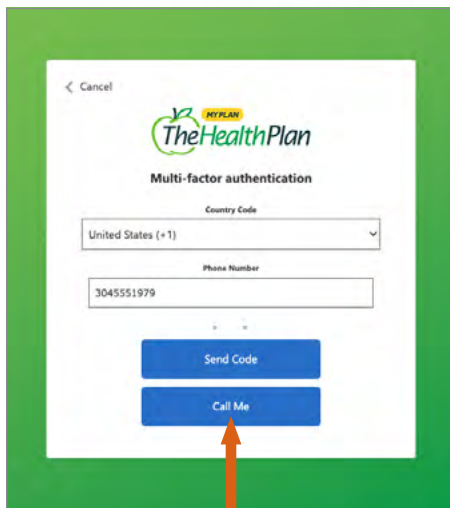
**4** Enter your Email Address and click Continue



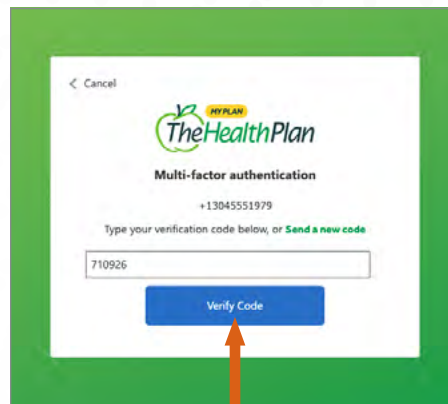
**5** You will be prompted for additional information Complete the questions and click Continue



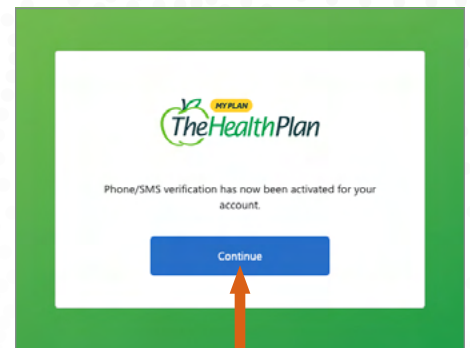
**6** Choose Protect my login via SMS or Phone Call and click Continue



**7** Enter your phone number and choose Send Code or Call Me



**8** Enter the code sent to your phone and click Verify Code



**9** MFA is now activated

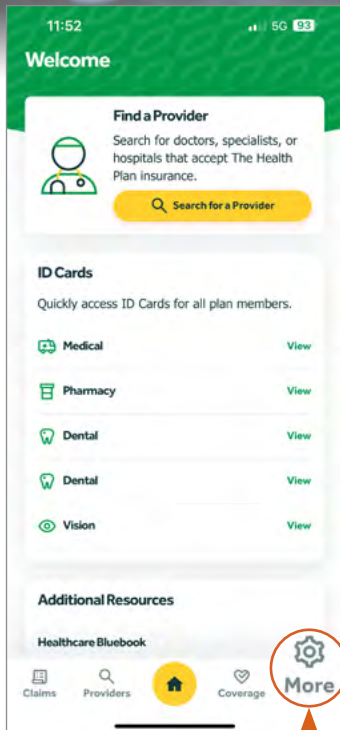
## Activating Multi-Factor Authentication (MFA) Using the **MyPlan App**

1

Sign Into the app on your Smart Device

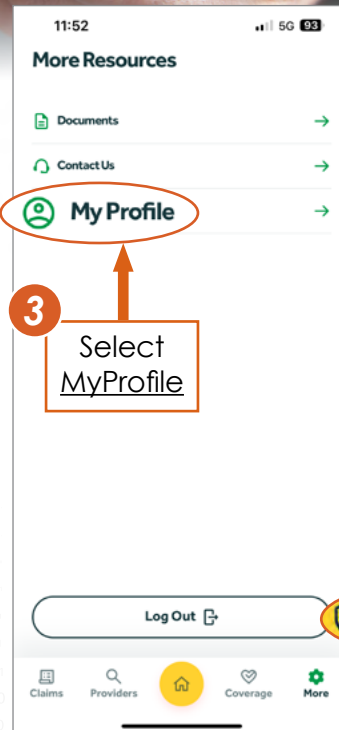
Download on the  
App Store

GET IT ON  
Google Play



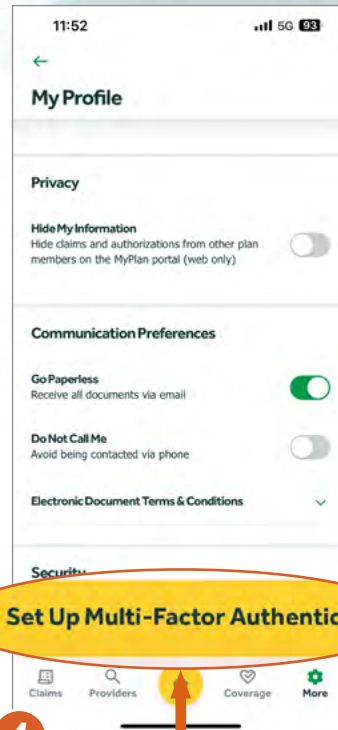
2

From the Home page, click More



3

Select MyProfile



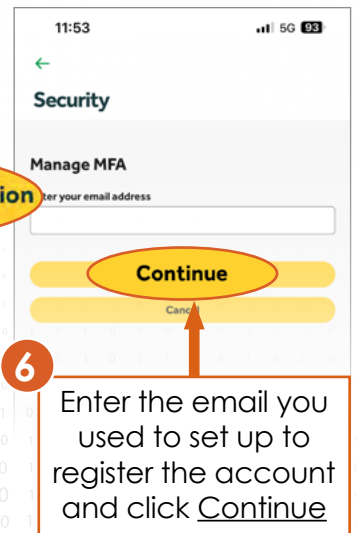
4

Scroll to the bottom of My Profile and select Set Up Multi-Factor Authentication



5

Click Manage MFA



6

Enter the email you used to set up to register the account and click Continue



## Activating Multi-Factor Authentication (MFA) Using the **MyPlan App**



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**Security**

We need to ask you a few questions to verify your identity. Your Member HID can be found on your ID card. If you do not have your ID card you can enter the last 4 digits of your social security number instead.

☒ Your THP Member HID ☐ Last 4 digits of your SSN

First Name

Last Name

Date Of Birth

Month Day Year

**Continue**

Cancel

**7** Enter your information and click Continue

11:55 5G 93

**Security**

Please choose your login security preference.

☒ Protect my login via SMS or Phone Call

☐ Do not add additional login security

**Continue**

Cancel

**8** Select Protect my login via SMS or Phone Call and click Continue

11:55 5G 93

**Security**

**Multi-factor authentication**

Country Code

United States (+1)

Phone Number

**Send Code**

**Call Me**

**9** Enter your phone number and choose verification method

11:55 5G 93

87882 Use verification code 502679 for MyPlanLogin authentication

**Security**

**Multi-factor authentication**

+1304XXX1979

Type your verification code below, or [Send a new code](#)

**Verify Code**

Cancel

**10** Complete verification

11:56 5G 93

**Security**

Phone/SMS verification has now been activated for your account.

**Continue**

**11** Phone/SMS verification is now activated

