

iCare Provider Portal Two Factor Authentication (2FA) Instructions and FAQ

Quick and simple set up!



GET READY

Before you begin, have these items ready: your iCare Provider Portal username and password, your mobile phone, and an authenticator app installed on your phone.

Need help? Contact Customer Care at 414-291-1029 or 1-800-777-4376 or email Provider Relations at ProviderRelationsSpecialist@icarehealthplan.org.

1 Set up the authenticator app

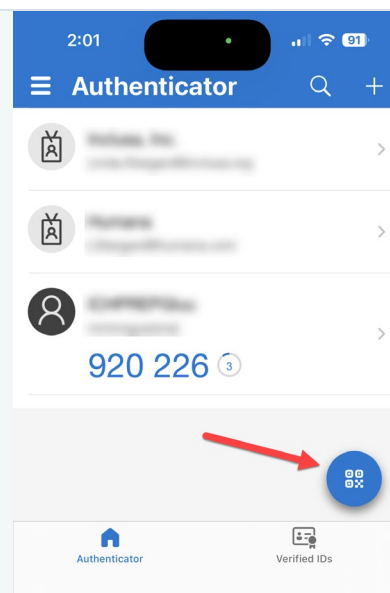
☐ Open the Apple App Store or Google Play Store, search for Microsoft Authenticator, and select Get or Install.

* You may use another authenticator app, but this guide uses Microsoft Authenticator for the instructions and pictures.

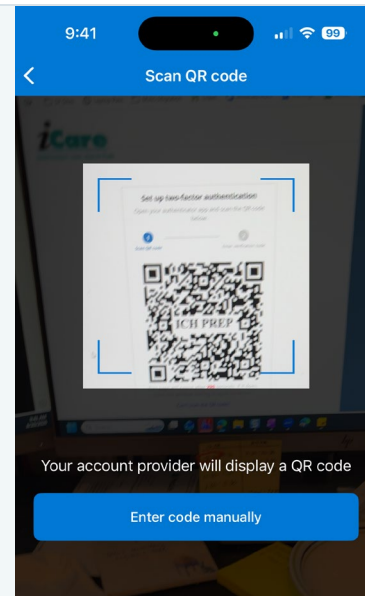
2 Complete first-time enrollment

☐ Open the Authenticator app on your phone and select **Scan QR Code** or the QR code icon.

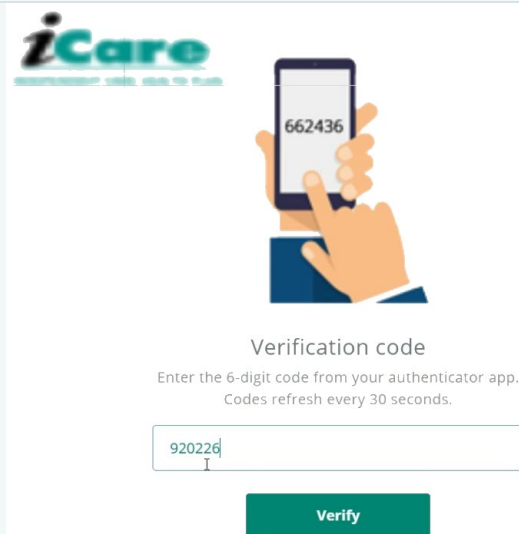
☐ On your computer, open the iCare Provider Portal. Enter your username and password, then select Log In.



- ☐ Keep the QR code displayed on your computer screen.
- ☐ Hold your phone so the QR code appears inside the scanning box. The app will scan the code automatically.
- ☐ After the QR code is scanned, return to the *iCare* Provider Portal on your computer and select **NEXT**.



- ☐ On your phone, find the six-digit code shown for your *iCare* Provider Portal account.
- ☐ Enter that code in the **Verification Code** field on your computer and select **VERIFY**.
- ☐ Setup is complete when the *iCare* Provider homepage opens on your computer.

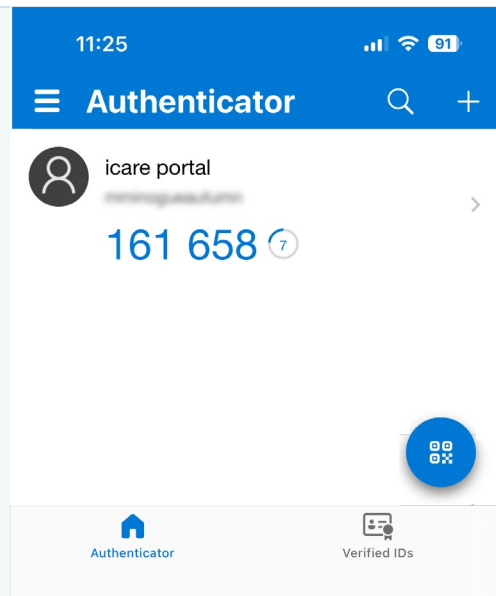


3 Sign in the next time you use the portal

- ☐ On your computer, open the *iCare* Provider Portal. Enter your username and password.

☐ Open the authenticator app on your phone.

☐ Find the six-digit code for your *iCare* Provider Portal account in the app.



☐ On your computer, enter the code in the **Verification code** field and select **Verify**.

☐ Confirm that the Provider Home page opens.

CODE EXPIRED?

The six-digit code changes every 30 seconds. If the code changes before you finish entering it, wait for the next code and enter the new one.

4 If authenticator app access is lost

☐ Contact Customer Care and ask them to reset the two-factor authentication for your Provider Portal account.

☐ Wait for confirmation that the reset is complete.

☐ After Customer Care confirms the reset is complete, sign in again and follow Section 2, Complete first-time enrollment.

Frequently Asked Questions

Quick answers about two-factor authentication (2FA) for the Provider Portal

About 2FA

Is this required for all Provider Portal users?

Yes. Two-factor authentication, or 2FA, is required for all users. It adds an extra security step after you enter your username and password, helping protect provider accounts and sensitive member information.

Which authenticator app should I use?

You may use any compatible authenticator app. Microsoft Authenticator and Google Authenticator are two common options. Our setup instructions and training materials use Microsoft Authenticator, so the screens and steps may look different if you use another app.

Setup and Sign-In

Can I use my work phone or personal phone?

Yes. You may use whichever mobile device is most convenient. Most users choose the device they will have readily available when signing in.

How long does setup take?

The initial setup is a one-time process that should take only a few minutes. Allow a little extra time the first time you sign in after implementation.

Will I need to enter a code every time I log in?

Yes. Each time you log in, enter your username and password, then verify your identity using a one-time passcode from your authenticator app.

Can I use an authenticator app if I have multiple Portal accounts?

Yes. Authenticator apps, including Microsoft Authenticator and Google Authenticator, support multiple accounts. You can add each Portal account to the app and use it to generate verification codes when signing in.

Will I have to scan a QR code every time I log in?

No. You will scan the QR code only during the initial 2FA setup. After setting up, you will enter the current six-digit code from your authenticator app each time you log in.

Devices and Account Changes

What happens if I lose my phone or get a new phone?

If your phone is lost or you cannot sign in, contact Customer Care to reset your 2FA access.

Will support be available if I need help with 2FA?

Yes. If you need help with 2FA setup or sign-in, contact Customer Care at 414-291-1029 or 1-800-777-4376, or email Provider Relations at ProviderRelationsSpecialist@icarehealthplan.org.

Is there a help guide or training video available?

Yes. Step-by-step set-up instructions will be available in a written user guide and a short video demonstration before 2FA is implemented.

Is there anything I can do to prepare for 2FA setup?

Before implementation, make sure you have a mobile device and know your Provider Portal login credentials. Review the **user guide and video demonstration** and allow a few extra minutes for your first login.