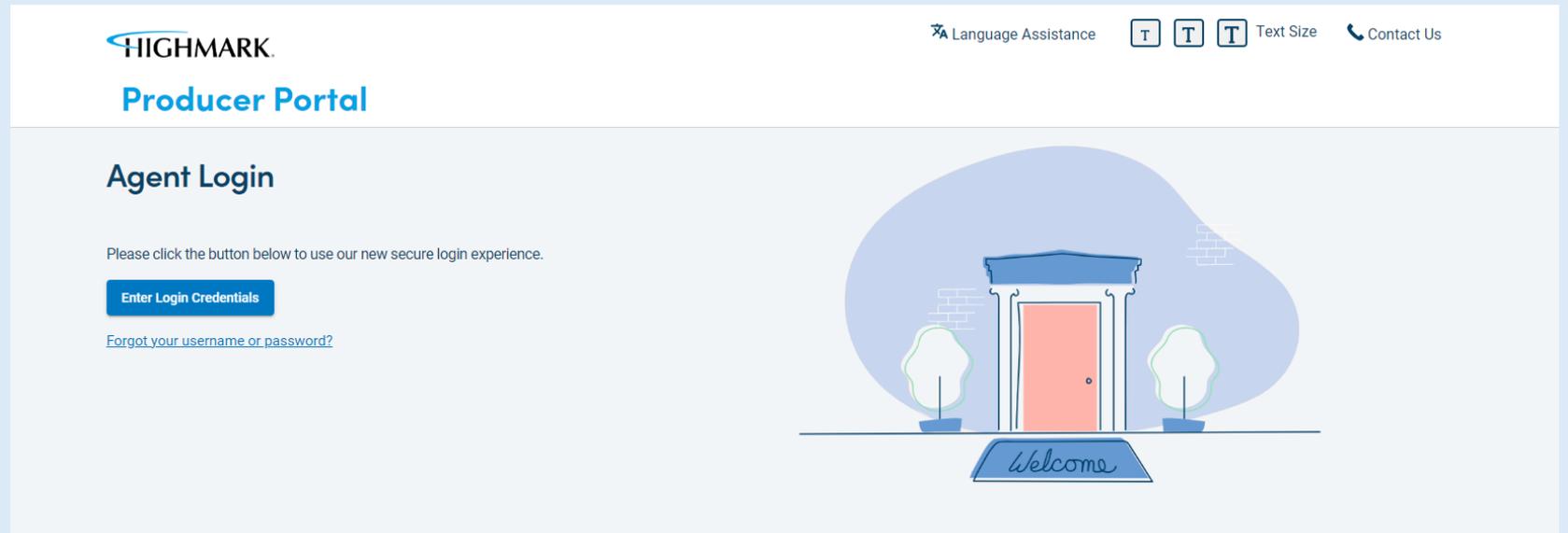


Digital Sales - Producer Portal MFA Guide

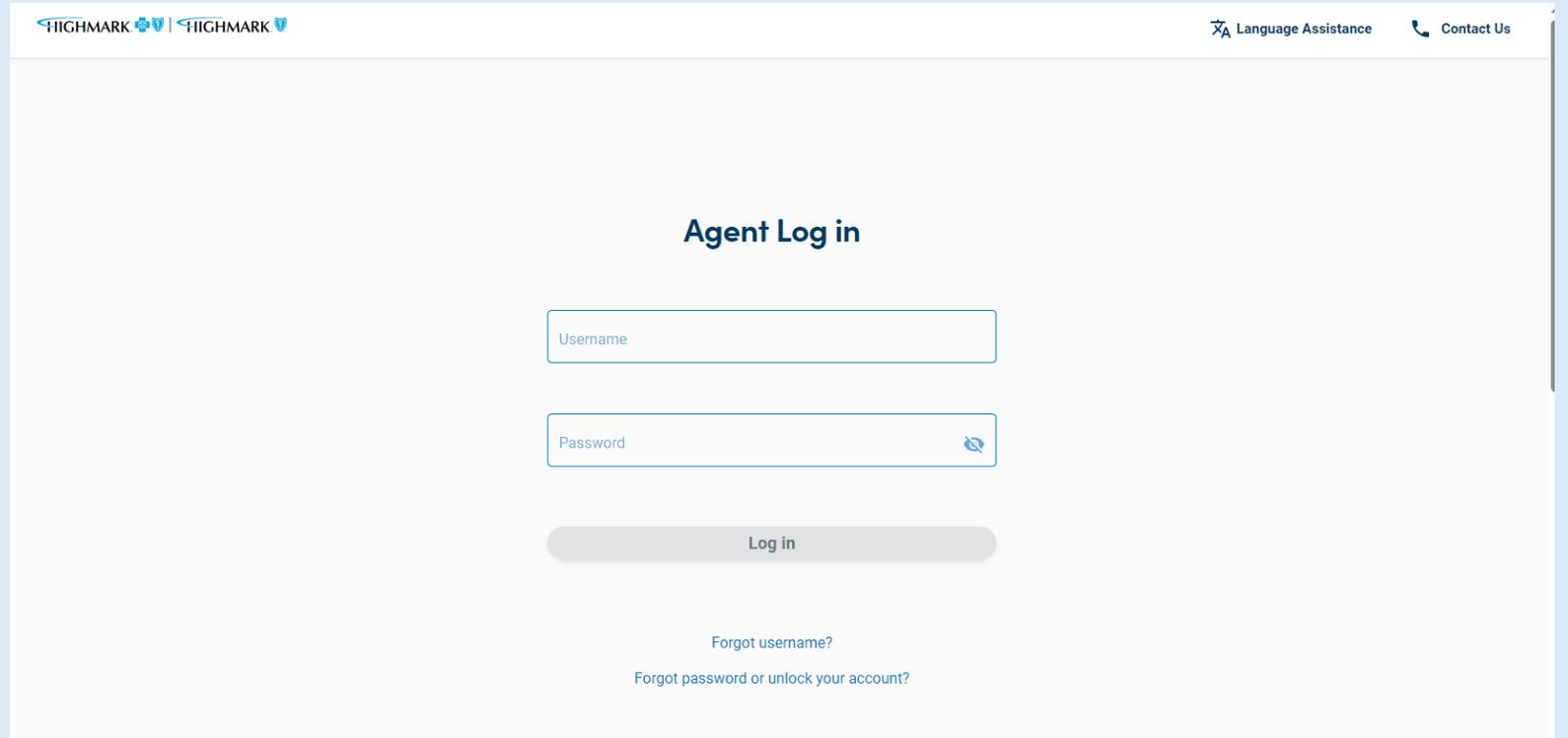
What is changing

- Effective May 6, 2024 producer.highmark.com will require **ALL** users to sign up for Multi-factor Authentication (MFA).
- To the right is a screenshot of the new Producer login experience:



Producer Portal MFA Guide – Profile Enrollment

- After clicking the **Enter Login Credentials** button you will be taken to the **new MFA login screen** seen to the right.
- You will use your **NORMAL PRODUCER PORTAL** username and password on this screen. Once confirmed, you will be sent to the MFA sign up screen.

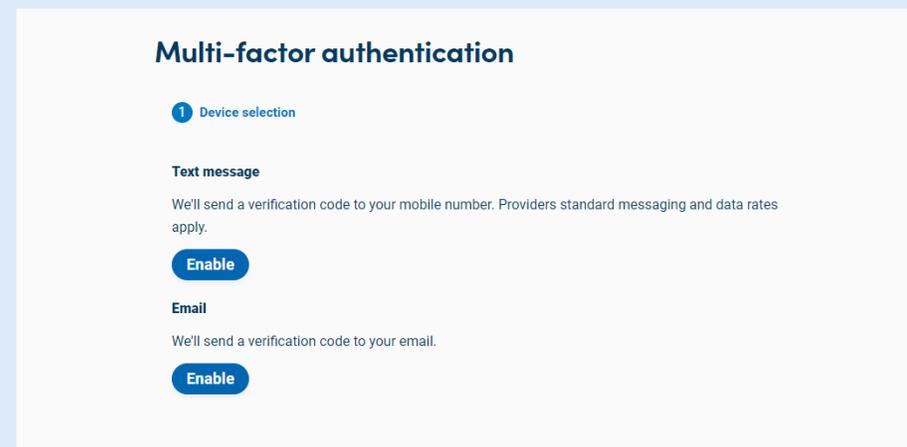
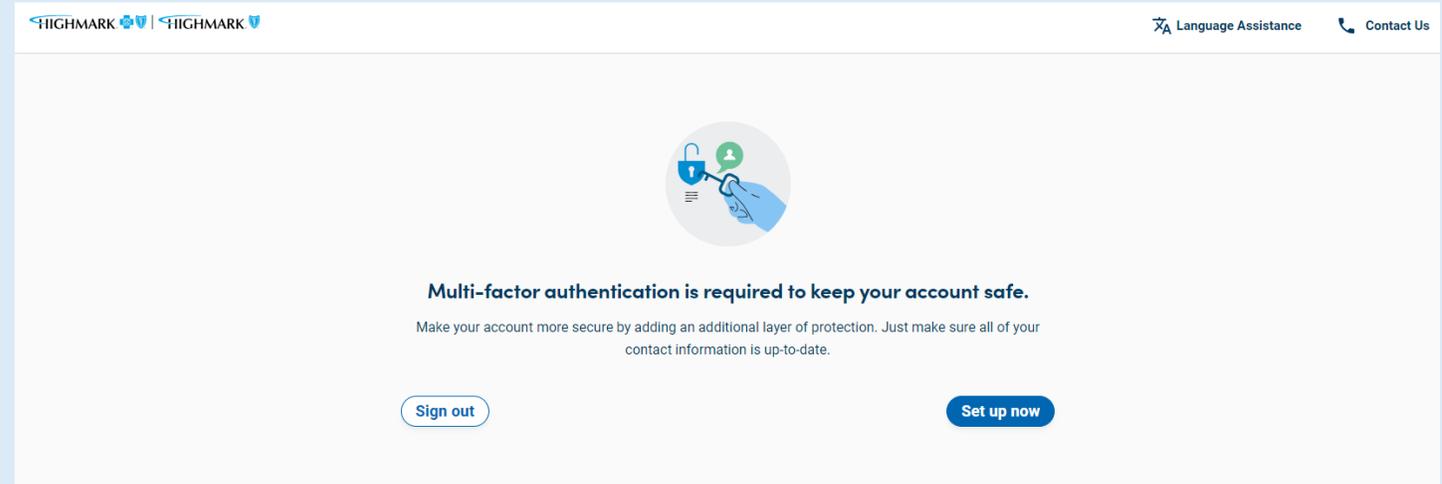


The screenshot shows the 'Agent Log in' screen. At the top left, there are two 'HIGHMARK' logos. At the top right, there are links for 'Language Assistance' and 'Contact Us'. The main heading is 'Agent Log in'. Below this, there are two input fields: 'Username' and 'Password'. The 'Password' field has a small icon on the right side. Below the input fields is a 'Log in' button. At the bottom, there are two links: 'Forgot username?' and 'Forgot password or unlock your account?'.

Producer Portal MFA Guide – Profile Enrollment

ENROLLMENT FLOW:

- You **MUST** sign up for MFA to maintain access to producer portal. You can either sign up via **EMAIL** or **TEXT**:



Producer Portal MFA Guide – Profile Sign Up(cont'd)

After selecting your MFA method, you must enter a valid phone number or email address. **NOTE:** You do **NOT** need to use the same email/phone that is linked to your existing producer portal account. Also, for phone sign up you **MUST use a mobile device**.

Phone Sign Up

Multi-factor authentication

✓ Device selection ————— 2 Enroll mobile phone

Enter the mobile phone number you would like to enroll. You will then receive a verification code to confirm your number.

Email Sign Up

Multi-factor authentication

✓ Device selection ————— 2 Enroll email

Enter the email address you would like to enroll. You will then receive a verification code to confirm your email address.

Producer Portal MFA Guide – Profile Validation Methods

You will then be required to validate your selected method of signing in.

Phone Sign Up

Multi-factor authentication

Device selection Enroll email **Validate email**

Email: te**@****.com

We have sent a code to your email address on file. This code is only valid for 5 minutes.

Request a new code.

Enter code

Verify

Email Sign Up

Multi-factor authentication

Device selection **Enroll mobile phone**

Enter the mobile phone number you would like to enroll. You will then receive a verification code to confirm your number.

Phone Number

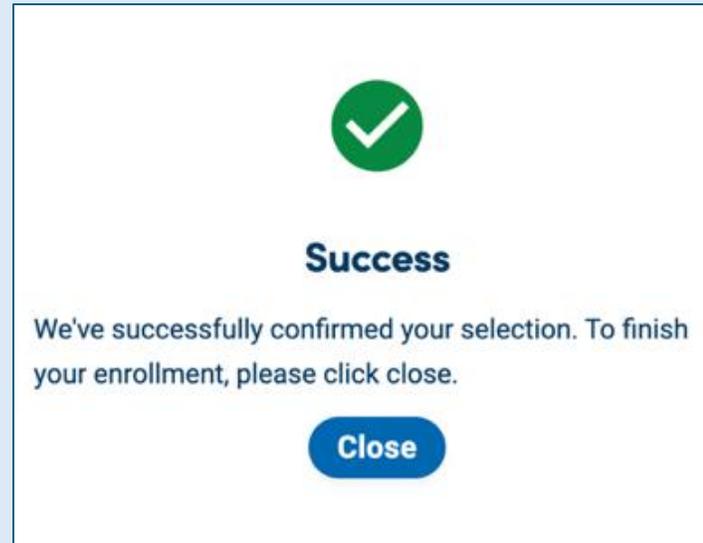
(767)

Enter a valid phone number.

Submit

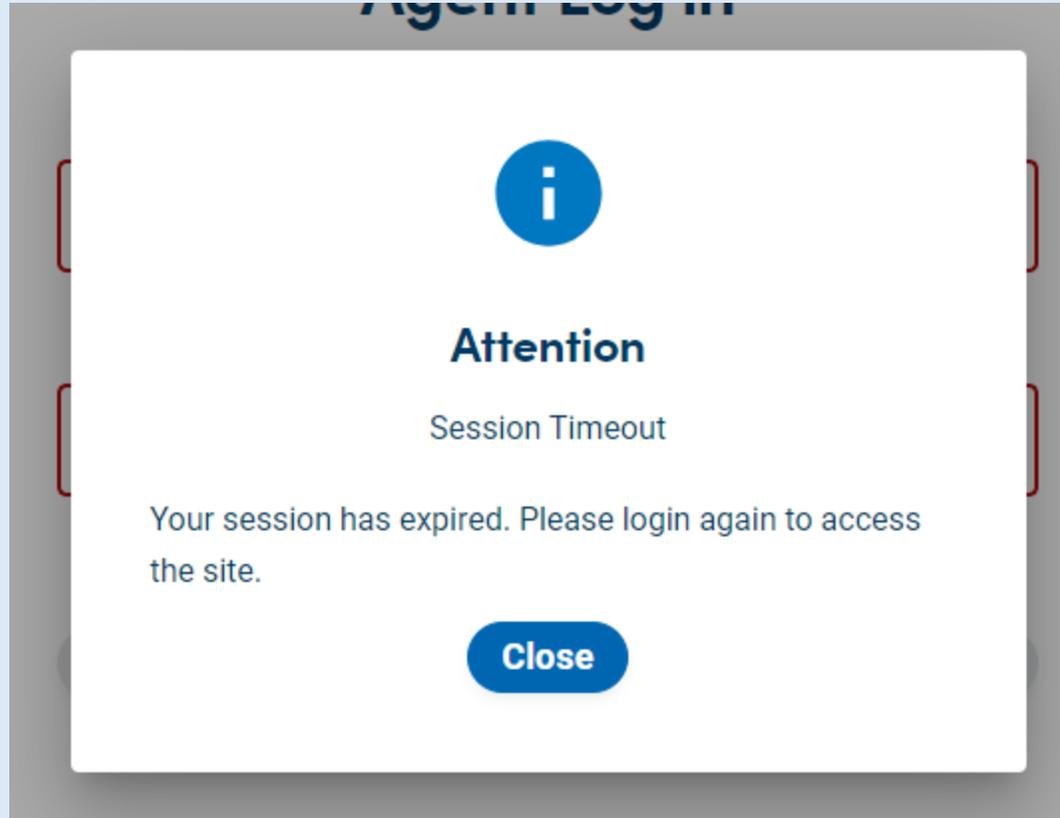
Producer Portal MFA Guide – Profile Sign Up Success

If your sign up is successful, you will see the following screen.



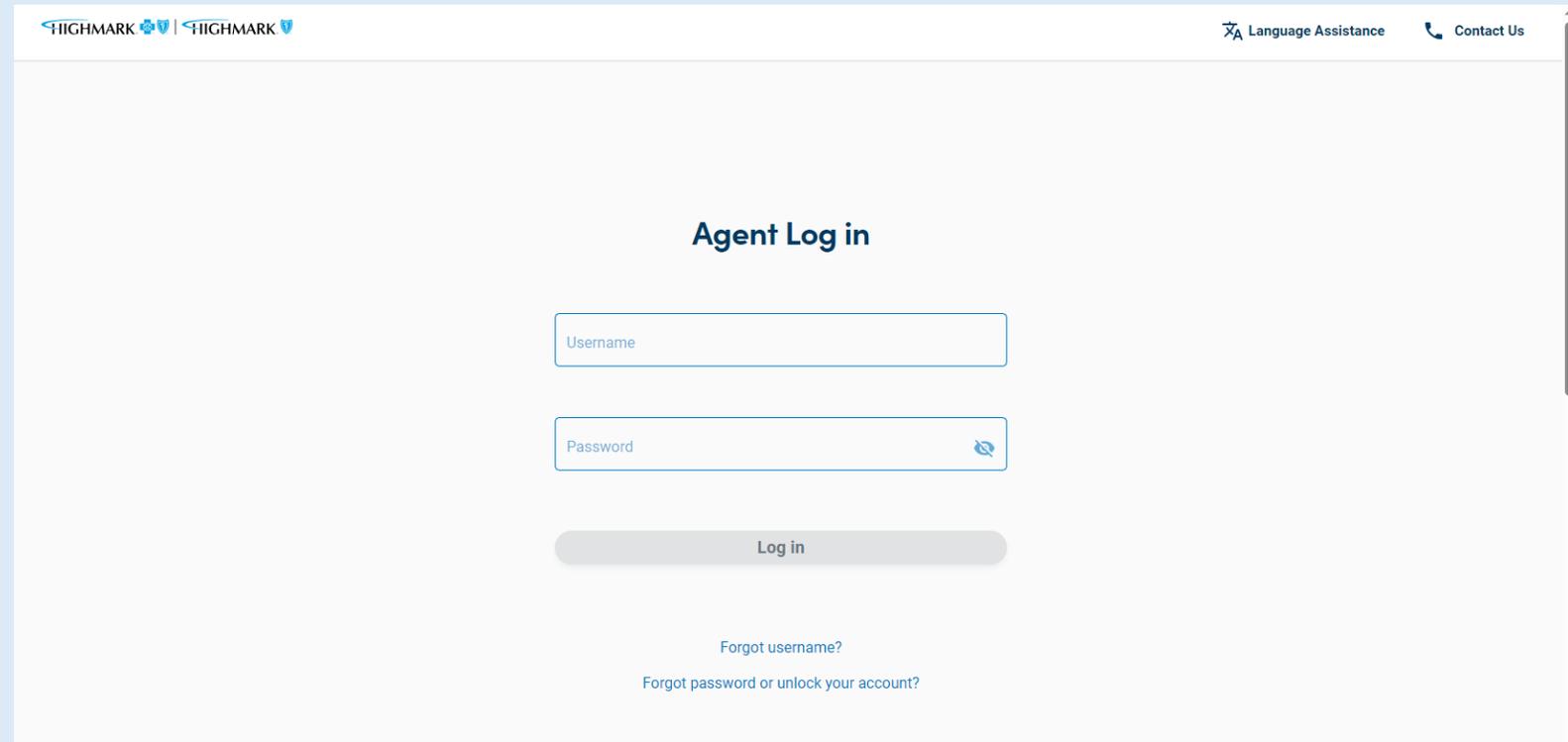
Producer Portal MFA Guide – Profile Sign Up Timeout

- **NOTE:** If you are inactive for more than 5 minutes during the sign up flow, your session will be timed out and you will need to restart the flow.
- *This is purely timeout for your MFA access – and is not timeout for your experience during the member's enrollment application.*



Producer Portal MFA Guide – 2nd Login after Profile completion

- After successfully completing sign up, you will **be taken back to the MFA login screen to repeat the login action once more.**
- When you click the “Enter Login Credentials” button you will be taken to the new MFA login flow.
- You will use your **NORMAL PRODUCER PORTAL** username and password on this screen. Once confirmed, you will be sent to the MFA verification screen.

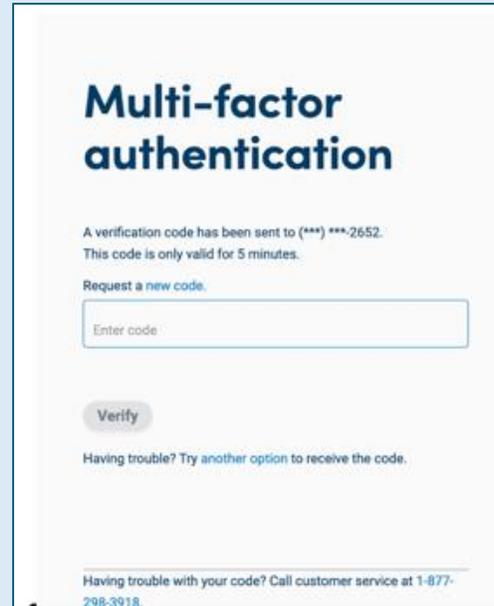


The screenshot displays the Highmark Agent Log in page. At the top, there are two Highmark logos on the left and "Language Assistance" and "Contact Us" links on the right. The main heading is "Agent Log in". Below this, there are two input fields: "Username" and "Password". The "Password" field includes a toggle icon for visibility. A "Log in" button is positioned below the fields. At the bottom, there are two links: "Forgot username?" and "Forgot password or unlock your account?".

Producer Portal MFA Guide – Login MFA

- You will then receive a 6 digit code via the method that was chosen during initial setup.

Phone



Multi-factor authentication

A verification code has been sent to (***) ***-2652.
This code is only valid for 5 minutes.

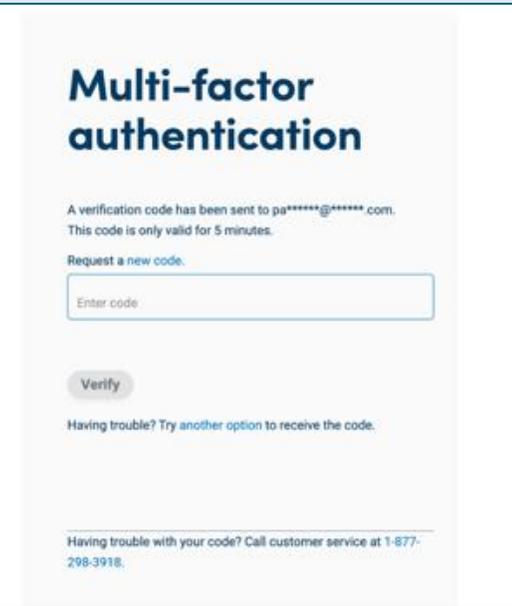
Request a new code.

Verify

Having trouble? Try another option to receive the code.

Having trouble with your code? Call customer service at 1-877-298-3918.

Email



Multi-factor authentication

A verification code has been sent to pa*****@*****.com.
This code is only valid for 5 minutes.

Request a new code.

Verify

Having trouble? Try another option to receive the code.

Having trouble with your code? Call customer service at 1-877-298-3918.

Producer Portal MFA Guide – Login Success

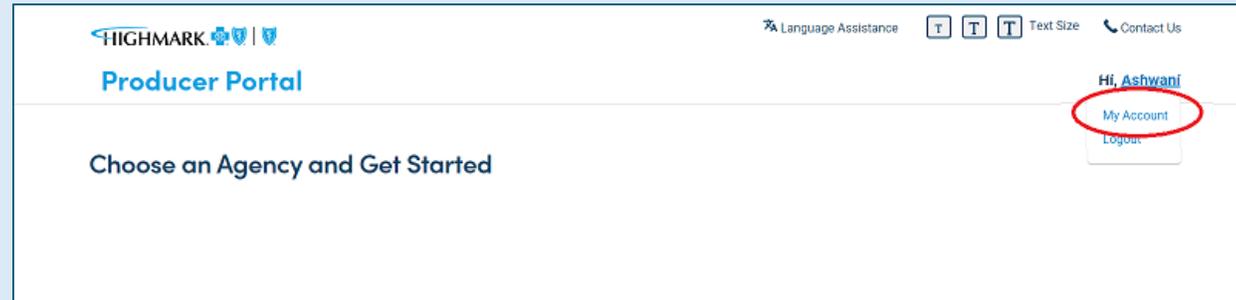
- Once your code is accepted, you will automatically be redirected to the normal post login LOB page in producer portal.

Choose an Agency and Get Started

Medicare	Individual	Small Group	Producer Support
Region: DE Agency: ARMS INSURANCE GROUP LLC Agency ID: FM02012438 Change Medicare Agency	Region: DE Agency: ALERA GROUP INC Agency ID: GA2023152 Change Individual Agency	Region: WPA Agency: Alera Group, Inc. Agency ID: 0002568213 Change Small Group Agency/Region	Region: WPA Agency: Alera Group, Inc. Agency ID: 0002568213 Change Producer Support Agency/Region
Medicare Dashboard	Individual Dashboard	Small Group Dashboard	View Resources
Start Enroll	New Business		Log in as Employer
PURL Dashboard			Generate Agency Reports

Producer Portal MFA Guide – Changing Settings in your Profile

- You may need to update your MFA settings (change phone number or email address).
- To do this you will **FIRST NEED TO LOGIN** with your existing MFA credentials.
- You will then need to access the “My Account” section in producer portal.



HIGHMARK | Language Assistance | Text Size | Contact Us

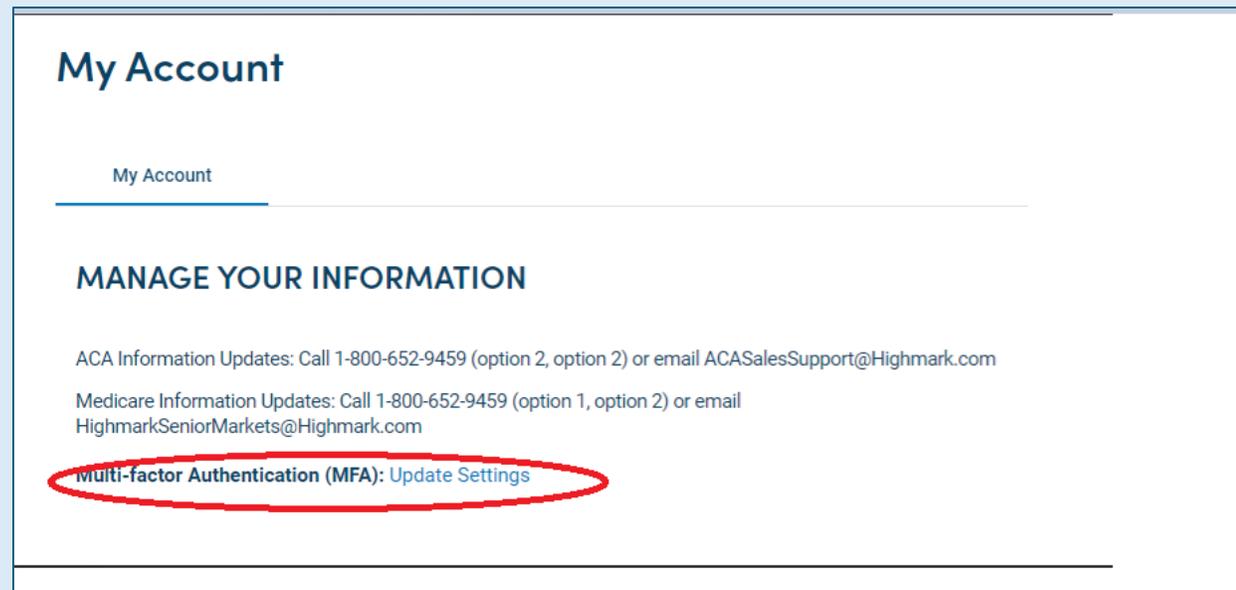
Producer Portal

Hi, Ashwani

My Account

Logout

Choose an Agency and Get Started



My Account

MANAGE YOUR INFORMATION

ACA Information Updates: Call 1-800-652-9459 (option 2, option 2) or email ACASalesSupport@Highmark.com

Medicare Information Updates: Call 1-800-652-9459 (option 1, option 2) or email HighmarkSeniorMarkets@Highmark.com

Multi-factor Authentication (MFA): Update Settings

Producer Portal MFA Guide – Profile Settings (cont'd)

- First you will need to **DISABLE** the MFA method you wish to update.

Multi-factor authentication

1 Device selection

Text message: (***) ***-0100

We'll send a verification code to your mobile number. Providers standard messaging and data rates apply.

Disable

Email: CS*****@*****.com

We'll send a verification code to your email.

Disable

Multi-factor authentication

✓ Device selection ————— 2 Confirm and save

✗ Email: CS*****@*****.com

We've successfully confirmed your selection. To finish your enrollment, please click save.

Save

Producer Portal MFA Guide – Profile Settings (cont'd)

- You will then need to **REENABLE** the method you wish to update.
- Then you will need to re-confirm the method you selected.
- You can then close the window and return to the Producer Portal.

Multi-factor authentication

1 Device selection

Text message: (***) ***-0100

We'll send a verification code to your mobile number. Providers standard messaging and data rates apply.

Disable

Email

We'll send a verification code to your email.

Enable

Multi-factor authentication

✓ Device selection ————— 2 Enroll email

Enter the email address you would like to enroll. You will then receive a verification code to confirm your email address.

Email Address

Submit

Multi-factor authentication

✓ Device selection ————— ✓ Enroll email ————— 3 Validate email

Email: CS*****@*****.com

We have sent a code to your email address. This code is only valid for 5 minutes.

Request a new code.

Verification Code

Verify

Producer Portal MFA Guide – Issues with Login or MFA access

- If you are having issues logging in – such as needing your MFA settings reset or dealing with a locked account – Please use one of the contact methods listed at the bottom of the producer portal login page:

For password resets or general login issues please **call our Broker Services team at (800) 652-9459** and use the following options:

Option 1 - Senior Markets

Option 2 - Individual ACA

Option 3 - Commercial Markets

Option 4 - Dual Eligible Special Needs Plan (D-SNP)

Option 5 - All Others

Alternately, you can e-mail for the following products:

Medicare & D-SNP enrollments to highmarkseniormarkets@highmark.com

Individual ACA enrollments to acasalessupport@highmark.com

Producer Portal MFA Guide – FAQs

- Are users able to not use the MFA feature to access the Producer Portal?
 - **NO – All Highmark users are required to use this new feature to secure your data.** You will not be able to access the Producer Portal without completing the Profile Sign Up steps.
- Will users be able to share accounts?
 - Unless you have access to the same phone/email **NO – you will not be able to share accounts.** We strongly recommend creating unique accounts for each user.
- Will a user be able to set the same phone/email for multiple accounts?
 - **YES** – there is no requirement that phone/email be unique amongst accounts.
- Is there a way to “opt-out” of multi-factor authentication?
 - **NO – All users are required to use MFA!**