

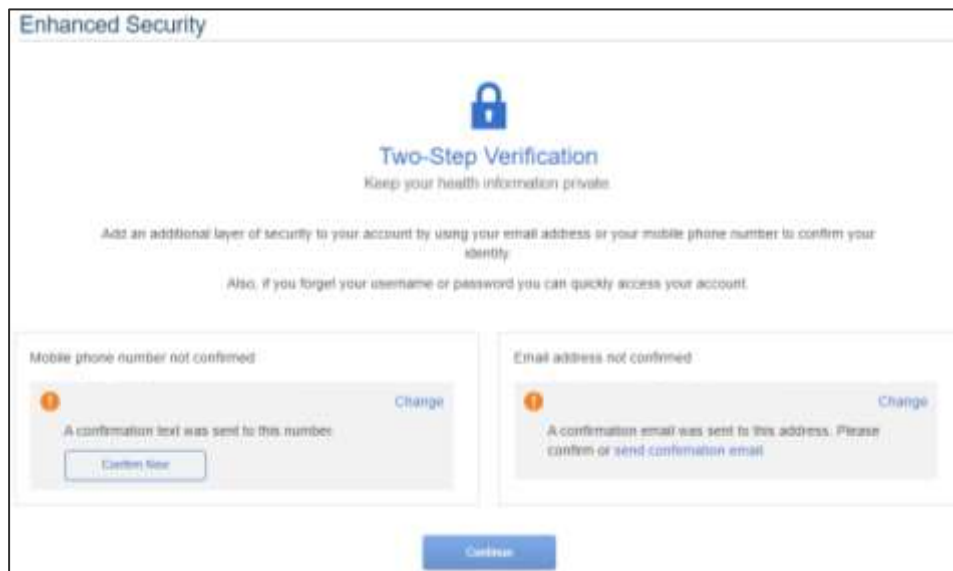
Date: May 28, 2020

Market: Employers and Brokers

## Additional Security Feature Being Added to Employer and Broker Portals

Starting May 30, 2020, CareFirst BlueCross BlueShield and CareFirst BlueChoice, Inc. will implement an additional security feature—two-step verification—on CareFirst’s employer and broker portals. Two-step verification adds a second layer of security to help ensure unauthorized users cannot access the portal, even if they have the user’s password. This process should be familiar to most people as it’s common in organizations such as Apple, Amazon and many financial institutions.

When a user logs in to CareFirst’s employer or broker portal on or after May 30, 2020, they will be prompted to verify their mobile phone number and email address. A six-digit verification code will be sent by text message and email. Once they enter the code, the device is considered trusted and the user is logged in. This process repeats every time a new device is used to log in. Subsequent logins on any of the user’s trusted devices will only require their username and password.



### New log in steps

Log in on or after May 30, 2020:

1. Enter your username, click log in, and then enter your password. Click log in again.
2. User is prompted to complete the two-step verification process.
3. User must enter their mobile number and a valid email address.
4. A six-digit code is sent by text message to the mobile number and email provided.
5. User enters the verification code in the CareFirst portal.
6. Process is complete – user has a verified mobile number and email on record with CareFirst.

## Frequently Asked Questions

### **Why am I getting a two-step verification screen after I enter my username and password?**

To protect the security of your personal information, CareFirst is enhancing our security with a two-step verification process. This new process helps CareFirst verify your identity – even if someone else has your username and password.

### **How does the two-step verification process work?**

- Enter your username, click log in, and then enter your password. Click log in again.
- You will be prompted to complete the two-step verification process.
- You must select a communication method to receive your verification code by email or text message.
- A six-digit code will be emailed or texted to you.
- Enter the verification code in the CareFirst portal.
- Process is complete and you will be logged in.

### **I already completed the verification process on my phone/tablet/computer. Why am I being asked to do it again?**

If you are logging in from a new device, new location or using a new browser, to ensure your identity, we may ask you to choose a verified mobile number or verified email to send a six-digit code. You will need this code to complete the verification process.

### **What do I do if I receive a verification code I did not request?**

Call CareFirst Technical Support at 877-526-8390 Monday through Friday 8 a.m. to 6 p.m. (Eastern Time).

### **For more information**

For technical information, please contact CareFirst Technical Support at 877-526-8390 Monday through Friday 8 a.m. to 6 p.m. (Eastern Time).

