



**BlueCross BlueShield
of Texas**

Blue Access for EmployersSM

Multifactor Authentication Frequently Asked Questions

We're implementing multifactor authentication (MFA) for Blue Access for Employers (BAESM) to ensure the safety and privacy of your employees' membership data.

Q1: What does "multifactor authentication" mean?

A1: Multifactor authentication (MFA) is a second layer of security that will help ensure the safety and privacy of your employees' membership data. When you log in to BAE with your username and password, we'll send you a one-time passcode by your choice of email or text message. Then, you'll enter the code to complete your log in.

Q2: Why are you requiring multifactor authentication when I log in to BAE?

A2: MFA is an extra layer of security to protect you, your employees and our organization.

Q3: Which BAE users will need to use MFA?

A3: All BAE users must authenticate during login.

Q4: Will I have to authenticate every time I want to log in?

A4: Authentication may last up to 30 days. However, there are some reasons a user may have to re-authenticate during the 30-day window:

- If you switch devices, such as from a laptop to a tablet
- If you switch internet browsers
- If you regularly clean your internet browser's cache/history

Q5: As my company's Delegated Administrator, I grant BAE access to other users in my company. How should I help them prepare for MFA?

A5: If you manage access for other users, encourage them to log in to BAE and update their email address. They can also add mobile numbers to their user profiles. This is important because we authenticate users by sending them a one-time passcode by email or text message. We'll use the contact information in the user profile to send the passcodes.

Q6: Can you explain all the ways I can authenticate my identity when I log in to BAE?

A6: You can choose how you'd like to authenticate. We can send a one-time passcode:

- To the email address in your user profile, **or**
- By text message to the mobile number in your user profile – you can add one anytime.

Q7: How do I contact the Blue Access Internet Help Desk for technical support?

A7: Here's how to contact our help desk. Note that our technical support team must verify the user calling the help desk before they can assist you.

**Internet Help Desk for BAE and Blue Access for ProducersSM (BAPSM)
888-706-0583**

Monday – Friday: 7 a.m. – 10 p.m. CT

Saturday: 7 a.m. – 3:30 p.m. CT