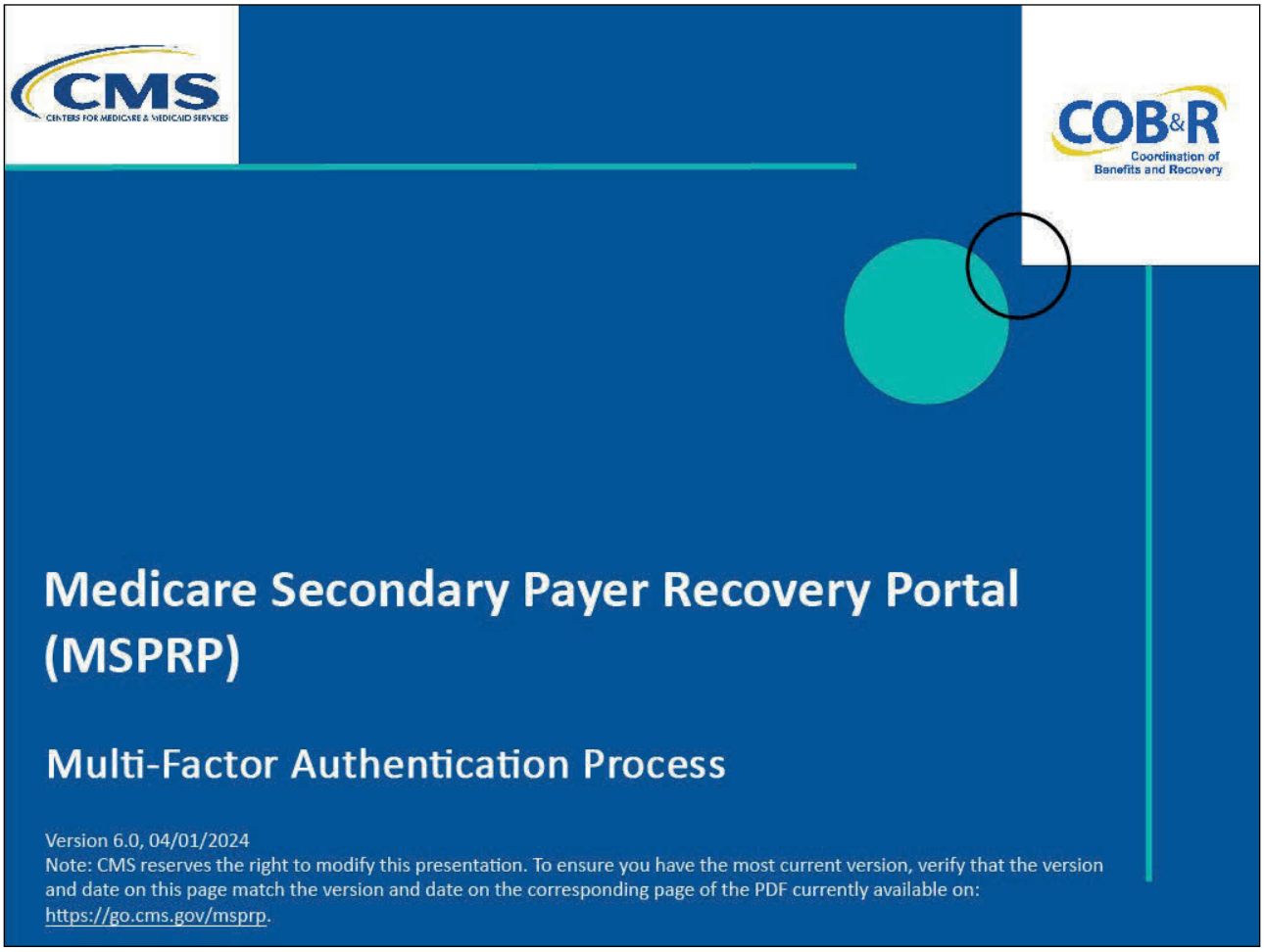
Multi-Factor Authentication Process

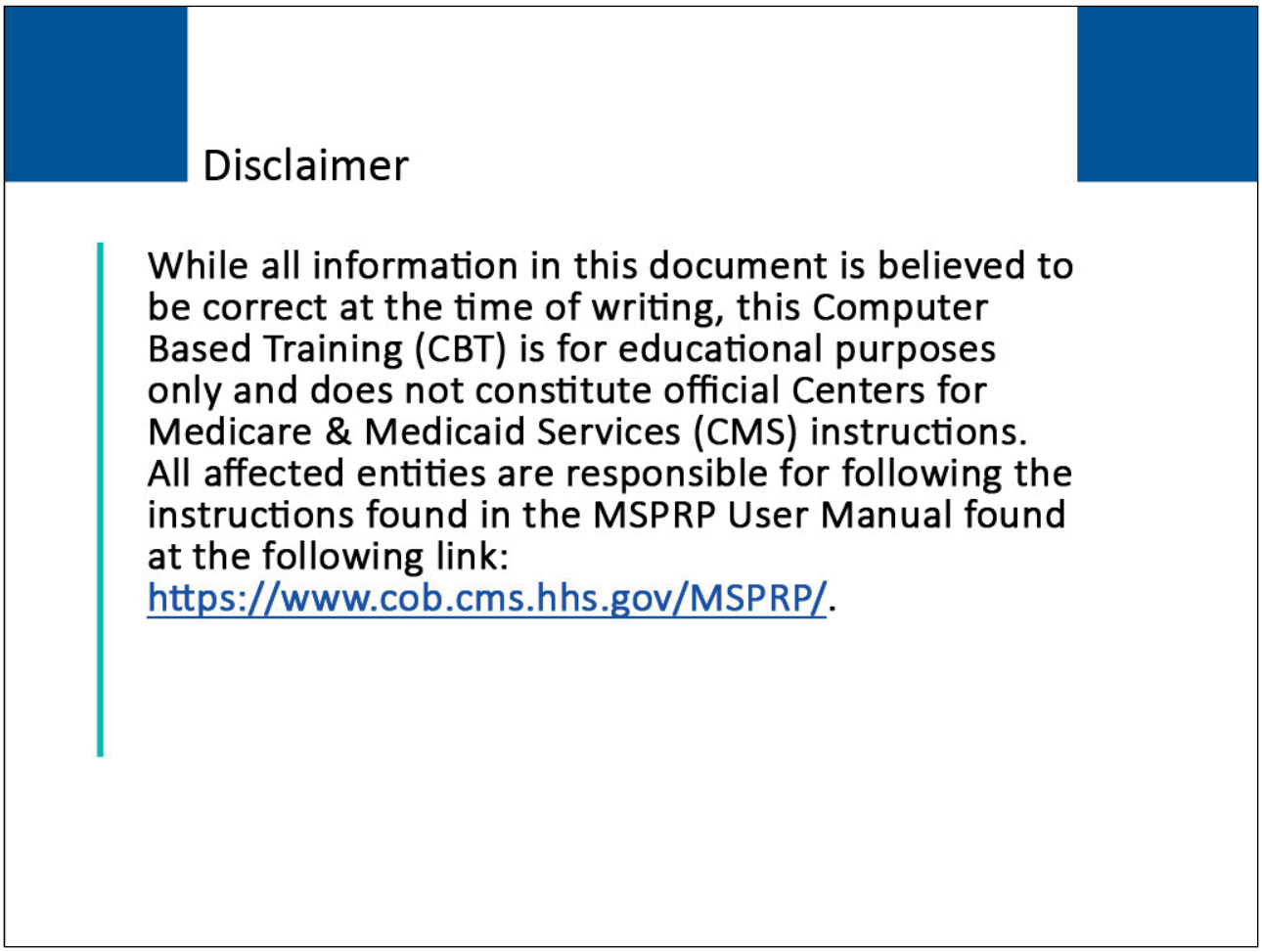
Slide 1 of 37 - Multi-Factor Authentication Process



Slide notes

Welcome to the MSPRP Multi-Factor Authentication Process course.

Slide 2 of 37 - Disclaimer

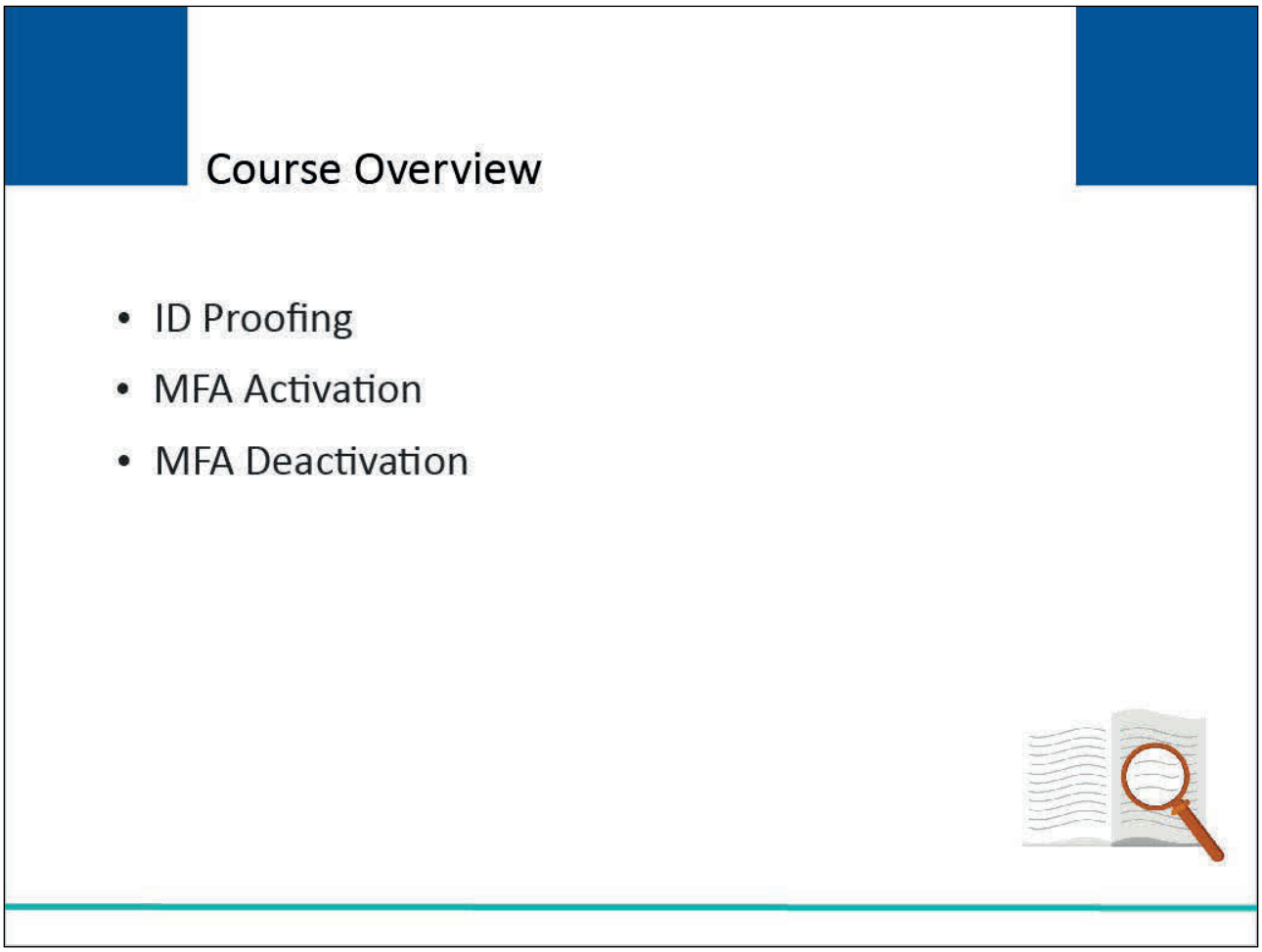


Slide notes

While all information in this document is believed to be correct at the time of writing, this Computer Based Training (CBT) is for educational purposes only and does not constitute official Centers for Medicare & Medicaid Services (CMS) instructions.

All affected entities are responsible for following the instructions found in the MSPRP User Manual found at the following link: MSPRP Website.

Slide 3 of 37 - Course Overview

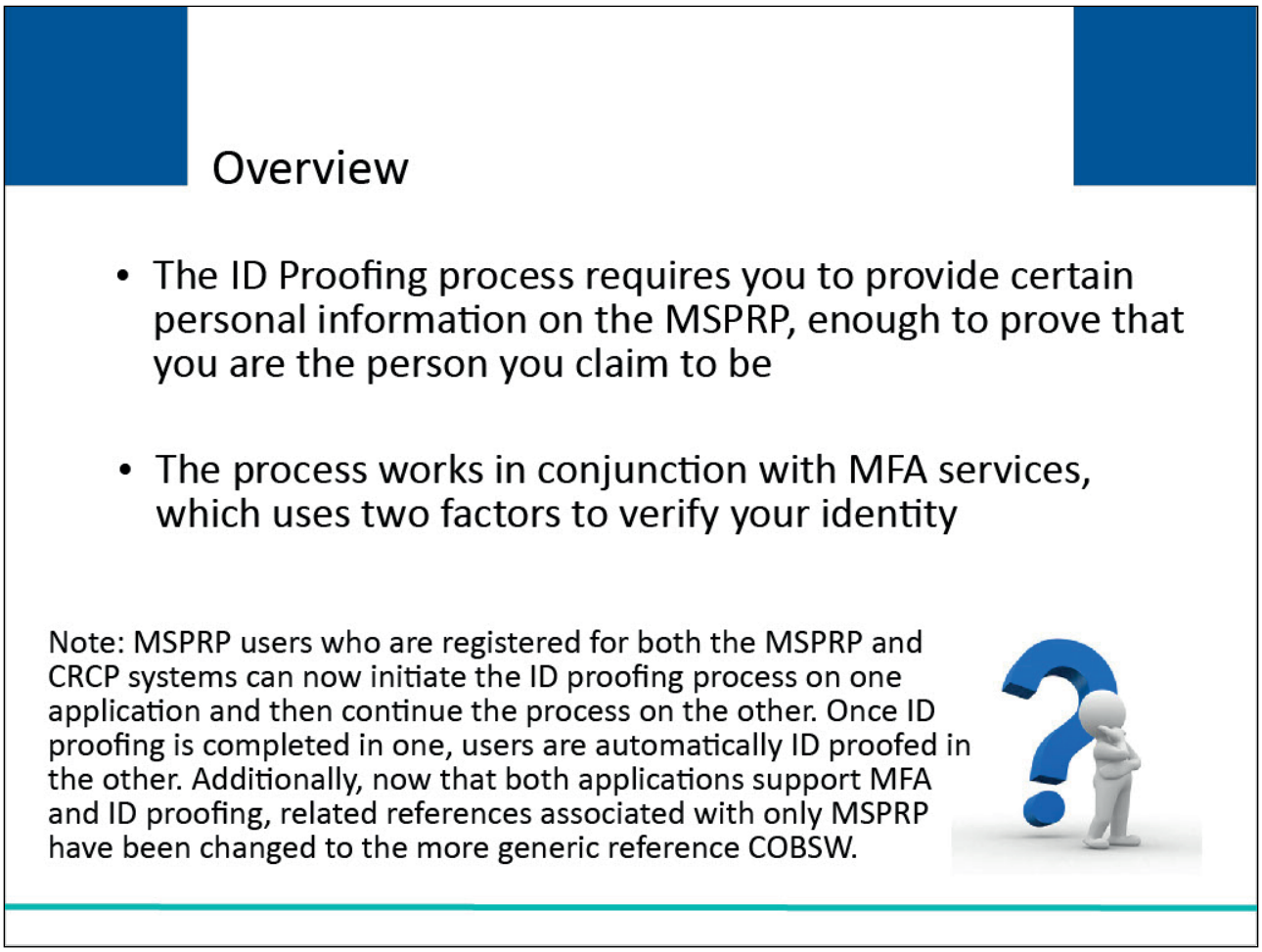


Slide notes

This module will explain the steps a non-beneficiary user must take to be able to view unmasked case information in the MSPRP.

It explains how a user can become identity proofed using the MSPRP and how Multi-Factor Authentication (MFA) is activated and deactivated (if needed).

Slide 4 of 37 - Overview



Slide notes

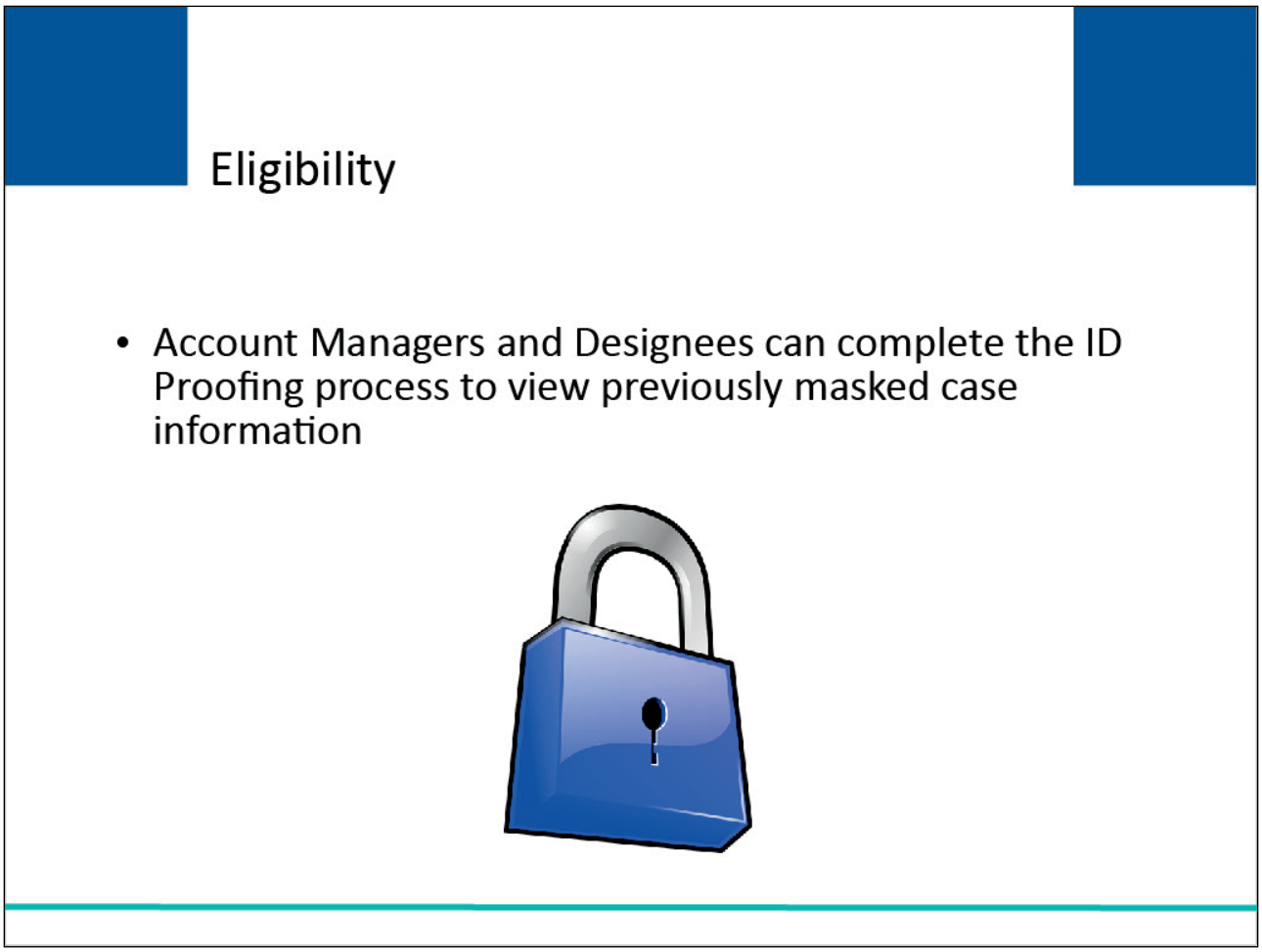
The Centers for Medicare & Medicaid Services (CMS) has implemented a risk-based alternative (RBA) solution provided by Experian (an external credit service) to prove your identity when completing the Remote Identity Proofing (RIDP) process.

The ID Proofing process requires you to provide certain personal information on the MSPRP sufficient enough to prove that you are the person you claim to be.

This process works in conjunction with MFA services, which uses two different factors to verify your identity.

Note: MSPRP users who are registered for both the MSPRP and CRCP systems can now initiate the ID proofing process on one application and then continue the process on the other. Once ID proofing is completed in one, users are automatically ID proofed in the other. Additionally, now that both applications support MFA and ID proofing, related references associated with only MSPRP have been changed to the more generic reference COBSW.

Slide 5 of 37 - Eligibility



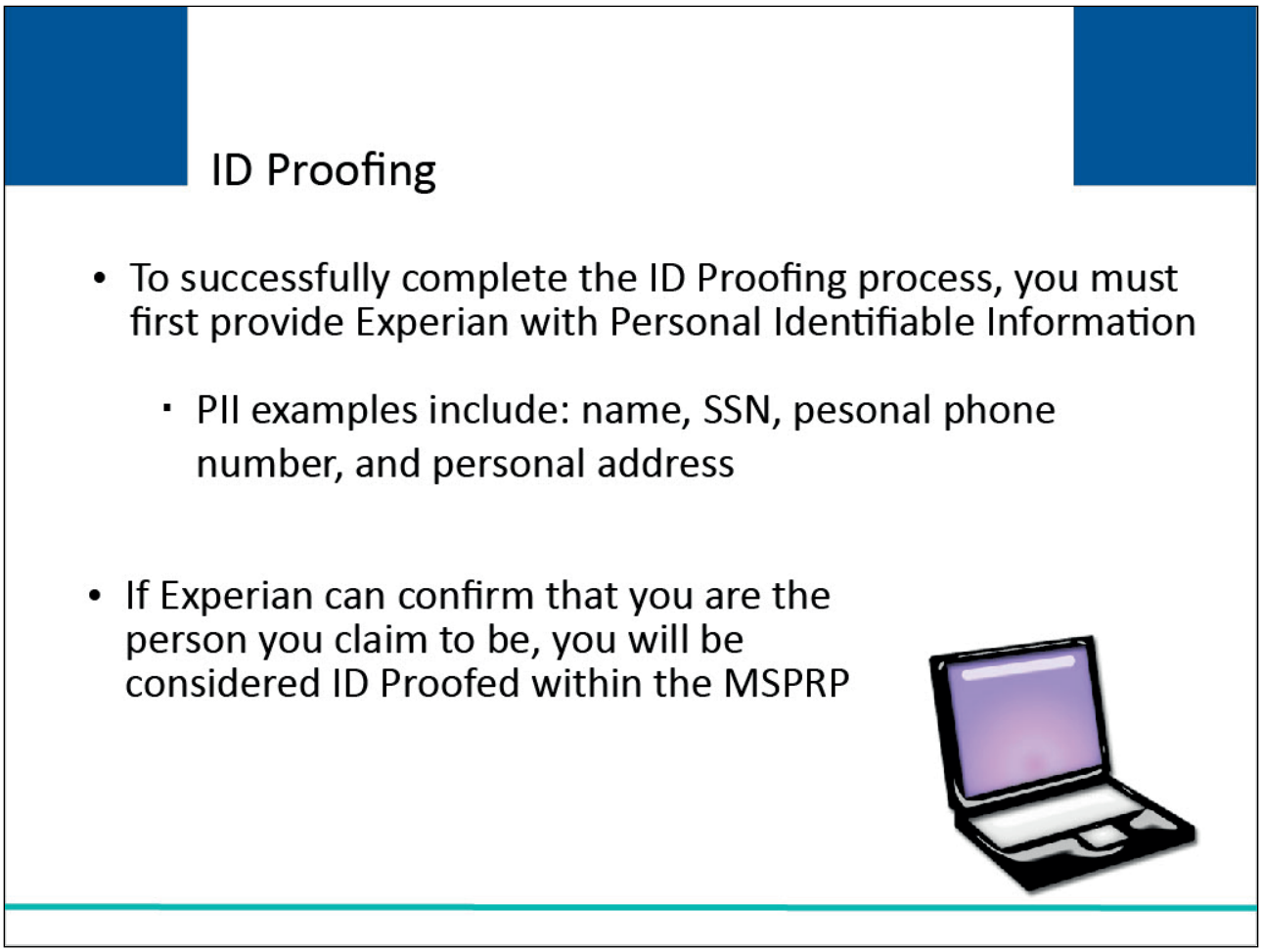
Slide notes

Account Managers and Account Designees can complete the ID Proofing process.

Note: Only users that have current Proof of Representation (POR) authorization or Consent to Release (CTR), signed by the beneficiary, will be allowed to view information that was previously masked.

See the Requesting Authorization CBT for information on how to submit authorizations.

Slide 6 of 37 - ID Proofing

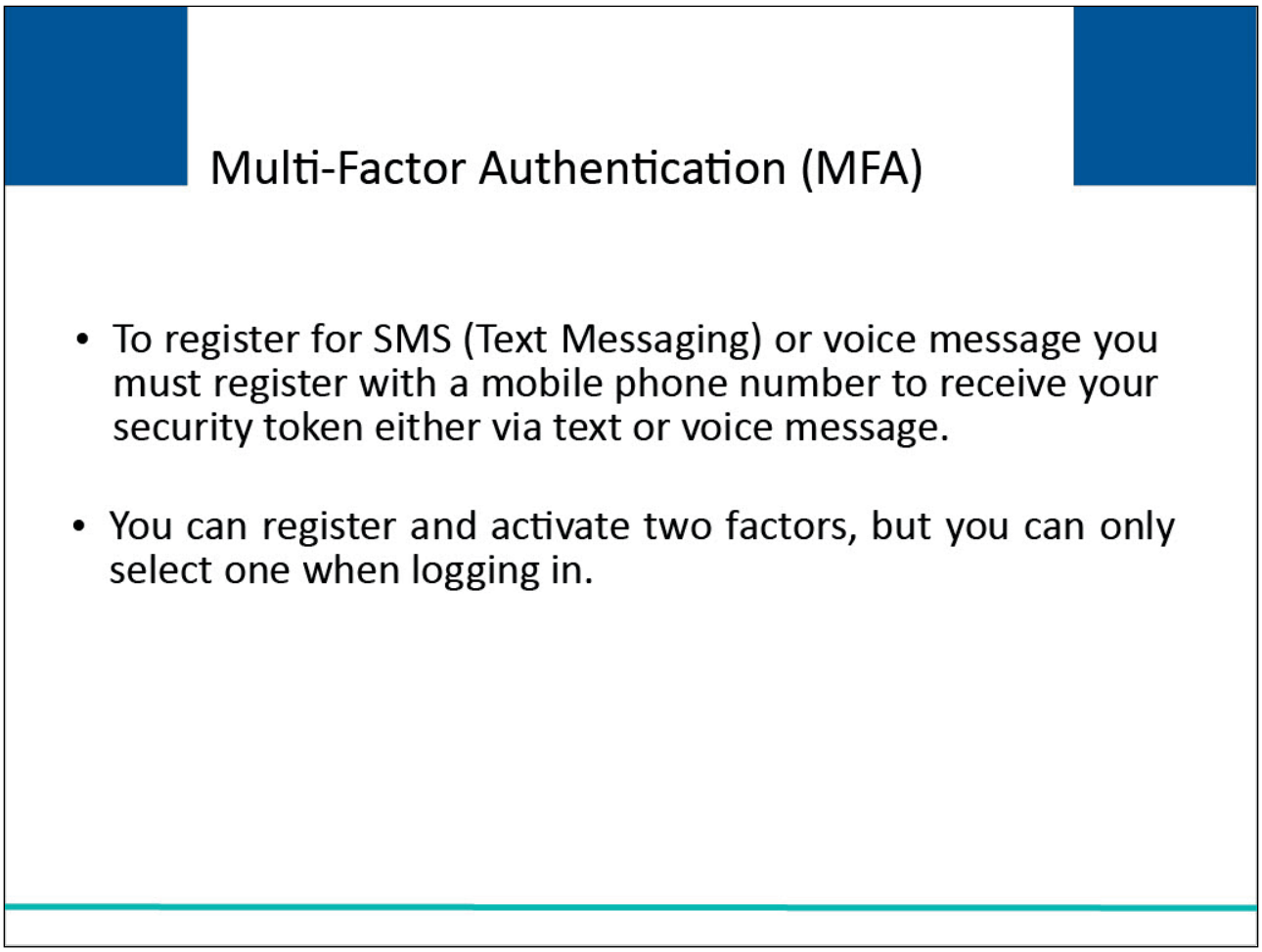


Slide notes

To successfully complete the ID Proofing process, you must first provide Experian with personal information.

If Experian is able to confirm that you are the person you claim to be, you will be considered ID Proofed within the MSPRP.

Slide 7 of 37 - Multi-Factor Authentication (MFA)

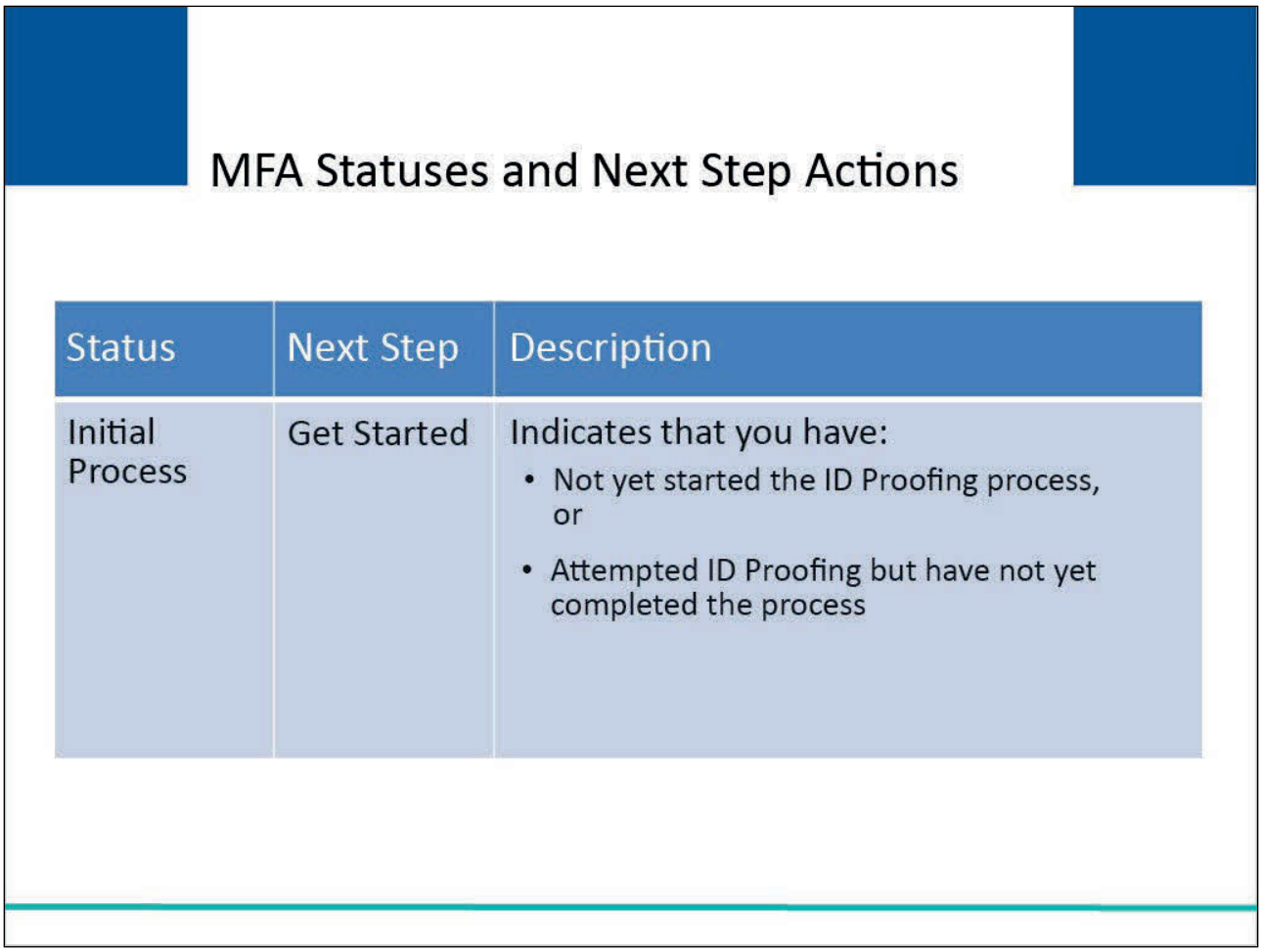


Slide notes

To begin the Multi-factor Authentication process, you must register and activate one or both the SMS (Text Messaging) or voice message, you must register with a mobile phone number to receive your security token either via text or voice message.

You can register and activate two factors, but you can only select one when logging in.

Slide 8 of 37 - MFA Statuses and Next Step Actions

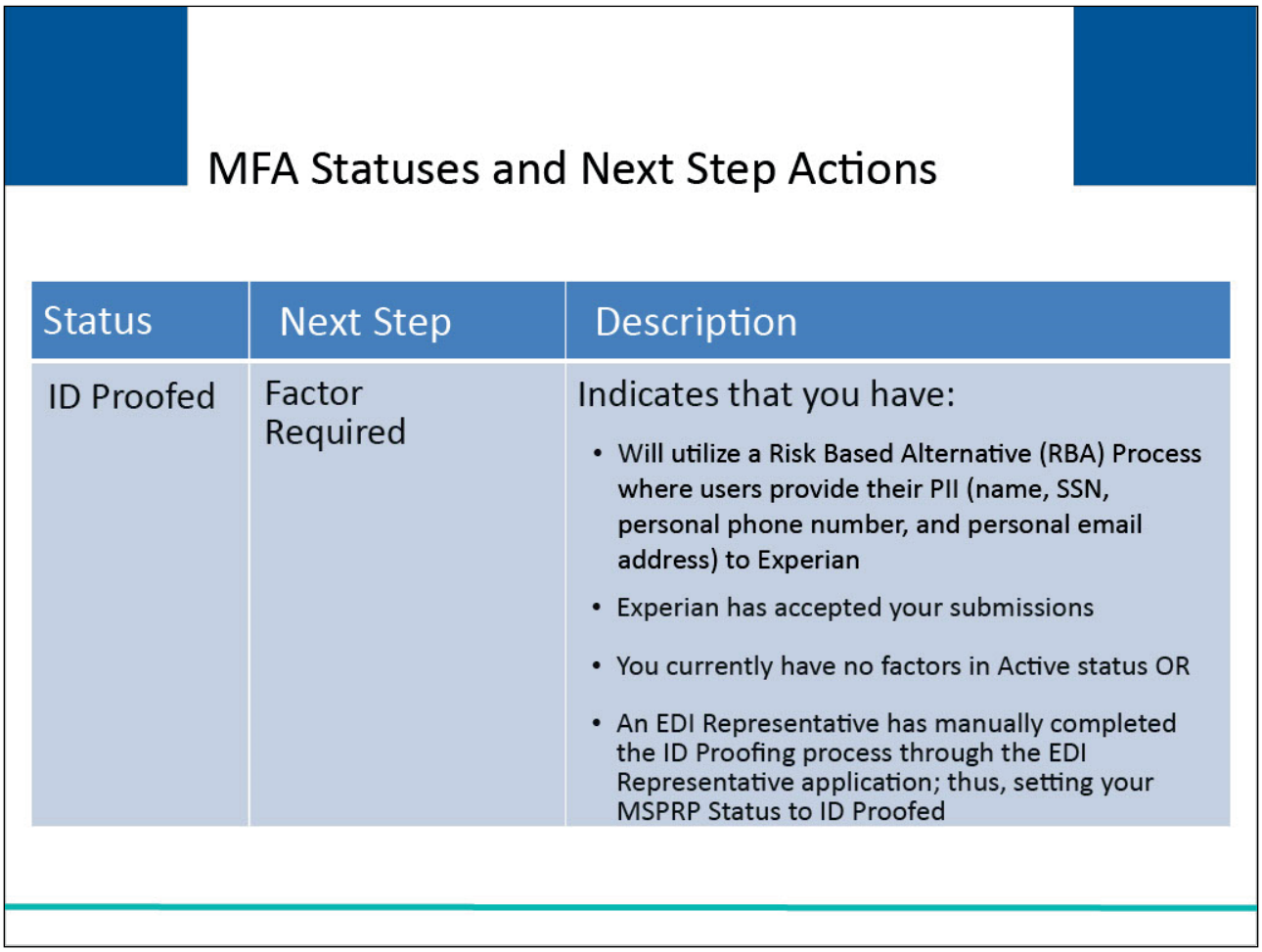


Slide notes

When the MFA status for an MSPRP user is set to Initial Process, the next step will be set to Get Started.

This indicates that you have not yet started the ID Proofing process or that you have attempted ID proofing but have not yet completed the process.

Slide 9 of 37- MFA Statuses and Next Step Actions



Slide notes

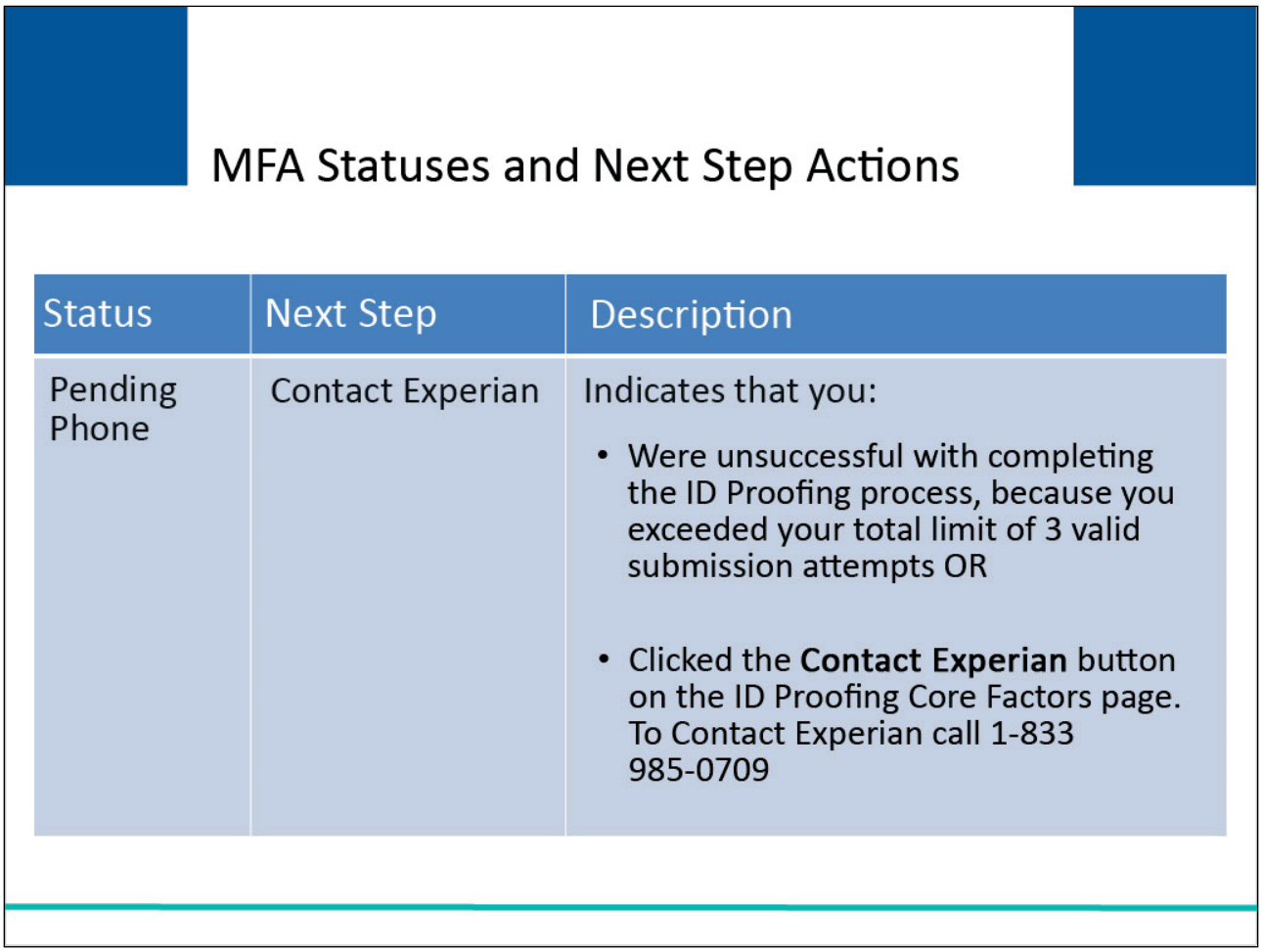
When the MFA Status, for an MSPRP user, is set to ID Proofed, the next step will be Factor Required. This indicates that you have:

- Successfully submitted your personal information to Experian through the ID Proofing Core Factor Page, utilizing a Risk Based Alternative (RBA) Process where users provide their PII including name, SSN, personal phone number, and personal email address;
- Experian has accepted your submissions;
- You currently have no factors in Active status;

OR

- an EDI Representative has manually completed the ID Proofing process through the EDI Representative application; thus, setting your MSPRP Status to ID Proofed.

Slide 10 of 37- MFA Statuses and Next Step Actions

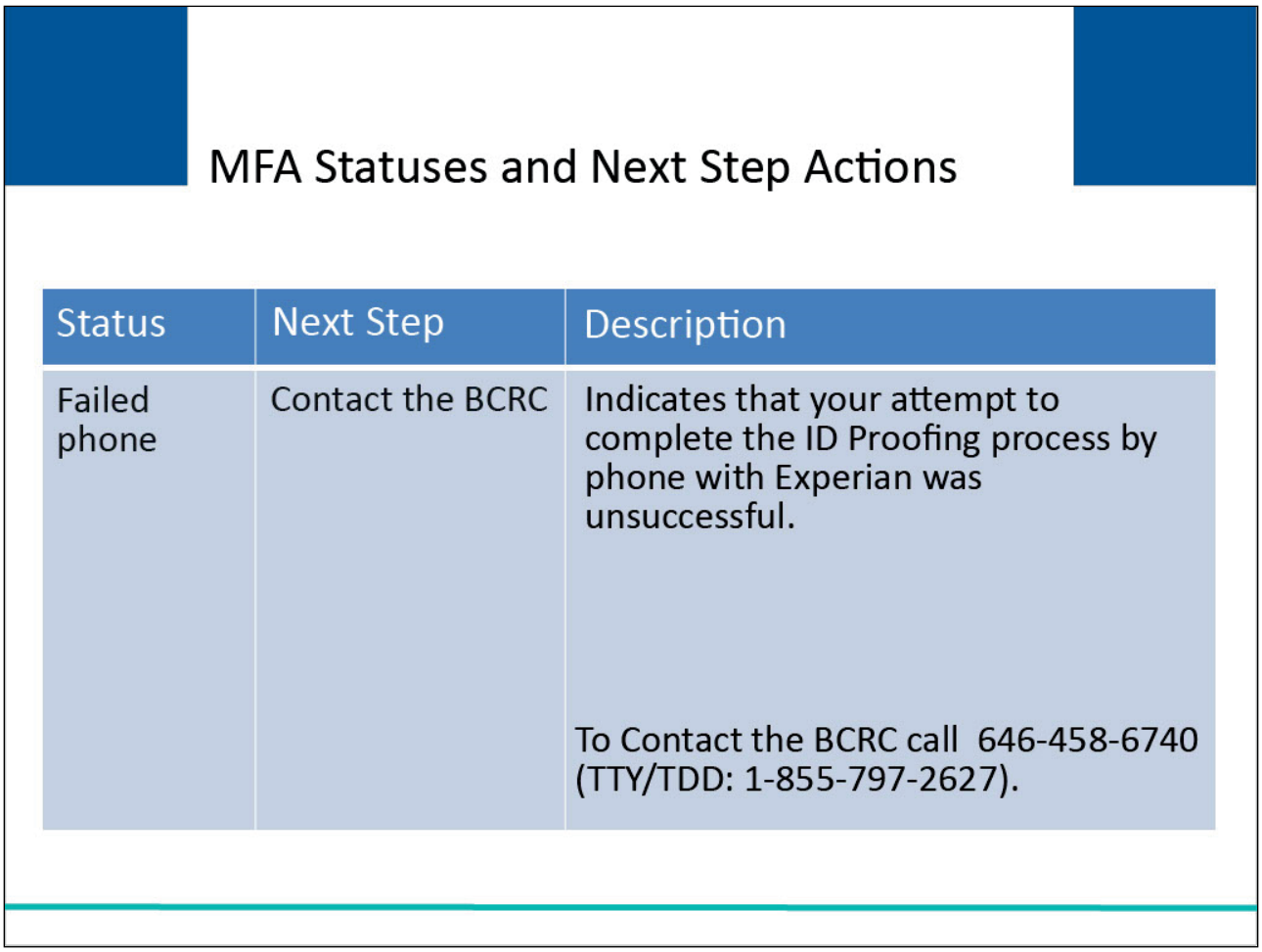


Slide notes

When the MFA Status is set to Pending Phone, the next step will be to Contact Experian. The status indicates that you were unsuccessful with completing the ID Proofing process because you exceeded your total limit of three valid submission attempts (i.e., you clicked the Continue button without receiving validation errors on the ID Proofing and Core Factor page) or you clicked the Contact Experian button on the ID Proofing Core Factors page.

To Contact the BCRC call 646-458-6740 (TTY/TDD: 1-855-797-2627).

Slide 11 of 37-MFA Statuses and Next Step Actions

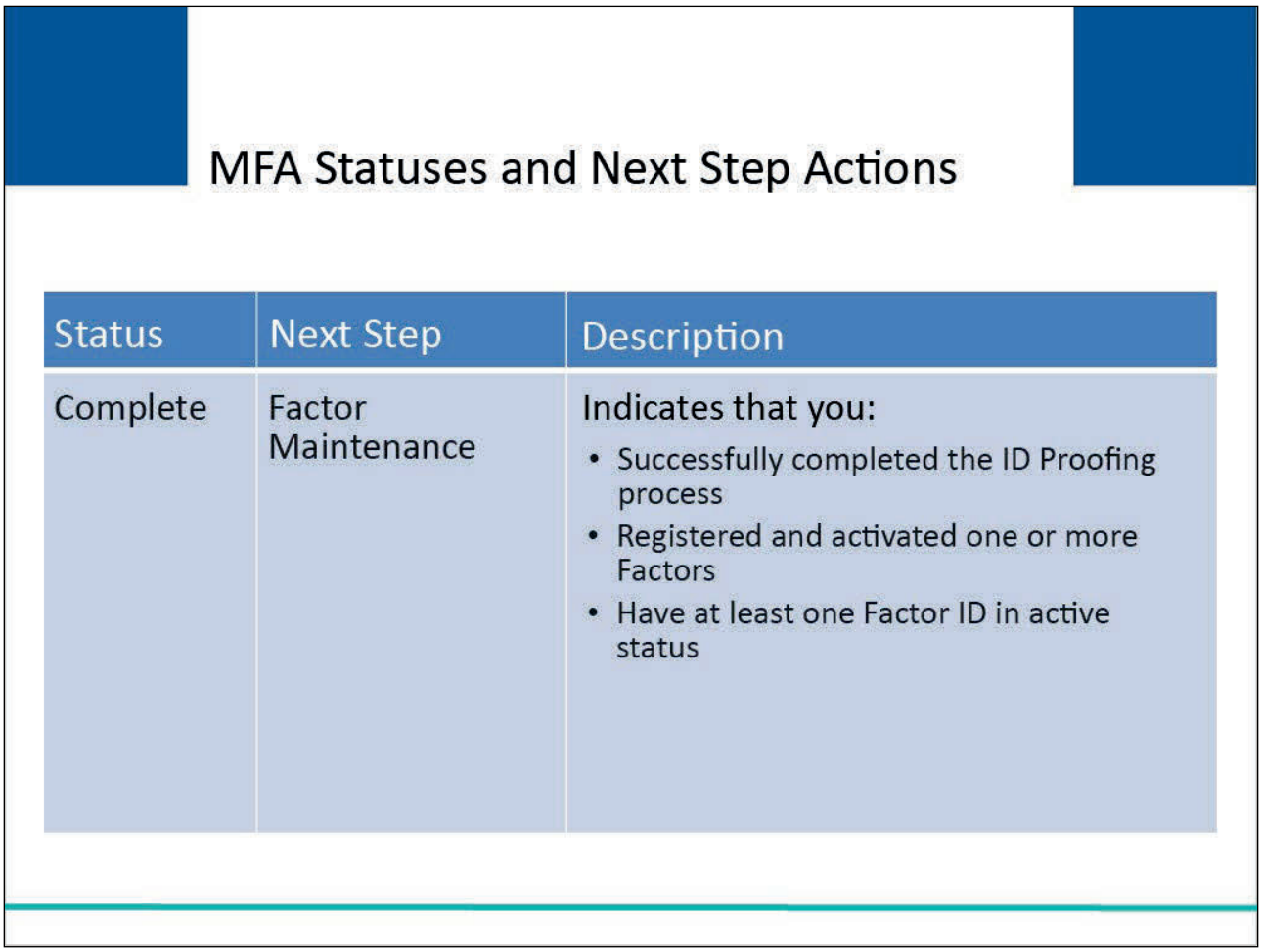


Slide notes

When the MFA Status, for an MSPRP user, is set to Failed Phone, the next step will be to Contact the BCRC. This indicates that your attempt to complete the ID Proofing process by phone with Experian was unsuccessful.

To Contact the BCRC call 646-458-6740 (TTY/TDD: 1-855-797-2627).

Slide 12 of 37- MFA Statuses and Next Step Actions



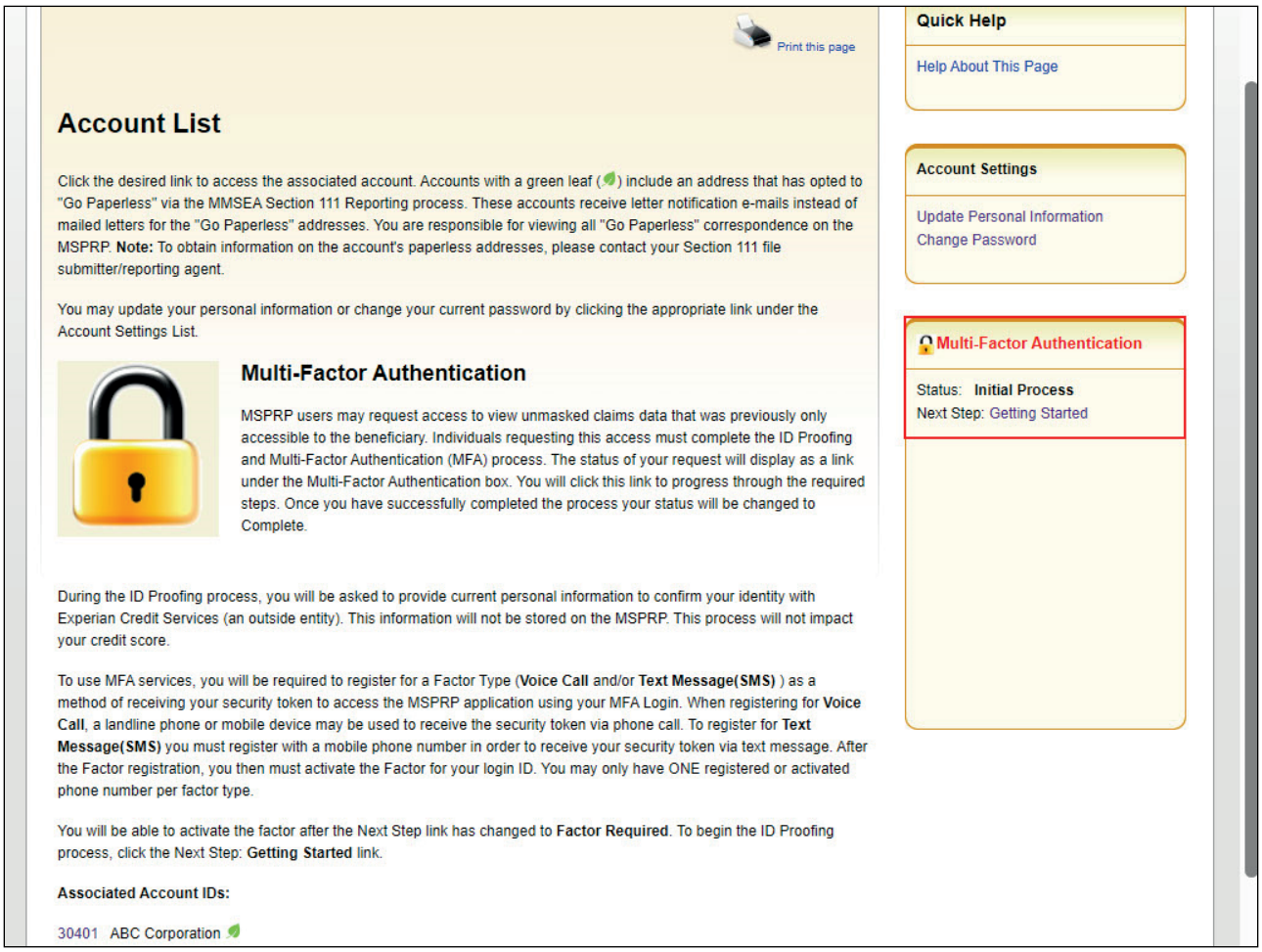
Slide notes

When the MFA Status, for an MSPRP user, is set to Complete, the next step will be Factor Maintenance. This indicates that you:

- Successfully completed the ID Proofing process,
- Registered and activated one or more Factors, and
- Have at least one Factor ID in active status.

Note: In this case, the Next Step is replaced with the Factor Maintenance link. Click this link to activate or deactivate Factors.

Slide 13 of 37 - Account List Page



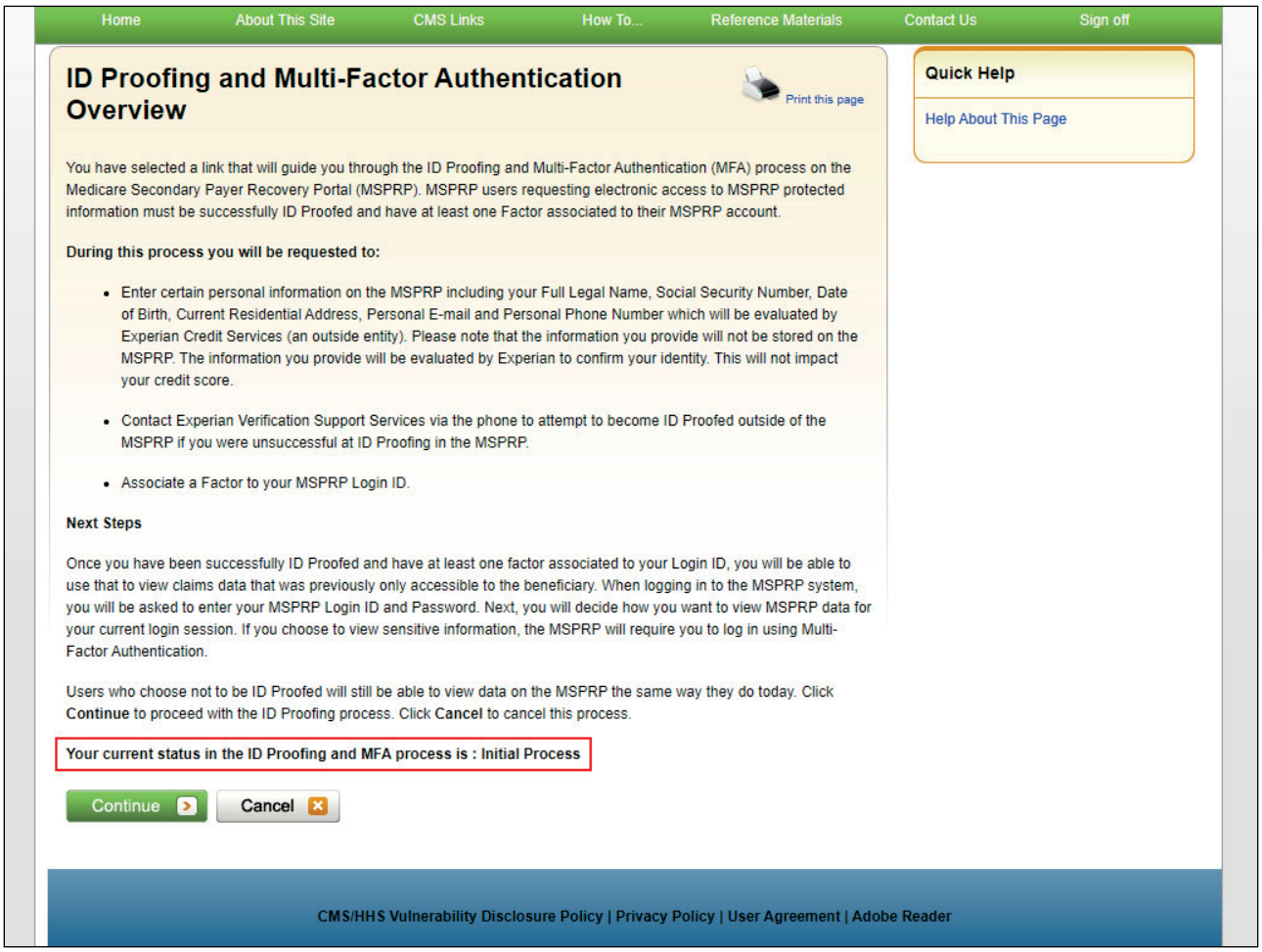
Slide notes

The Multi-Factor Authentication section of the home page is used for the ID Proofing and MFA process.

To begin the ID Proofing process, click the Get Started link on your home page.

Note: A Go Paperless indicator will now appear next to Account ID's who have registered for the Go Paperless option on the Account List page. These accounts receive letter notification emails instead of mailed letters for the Go Paperless addresses.

Slide 14 of 37 - ID Proofing and Multi-Factor Authentication Overview Page



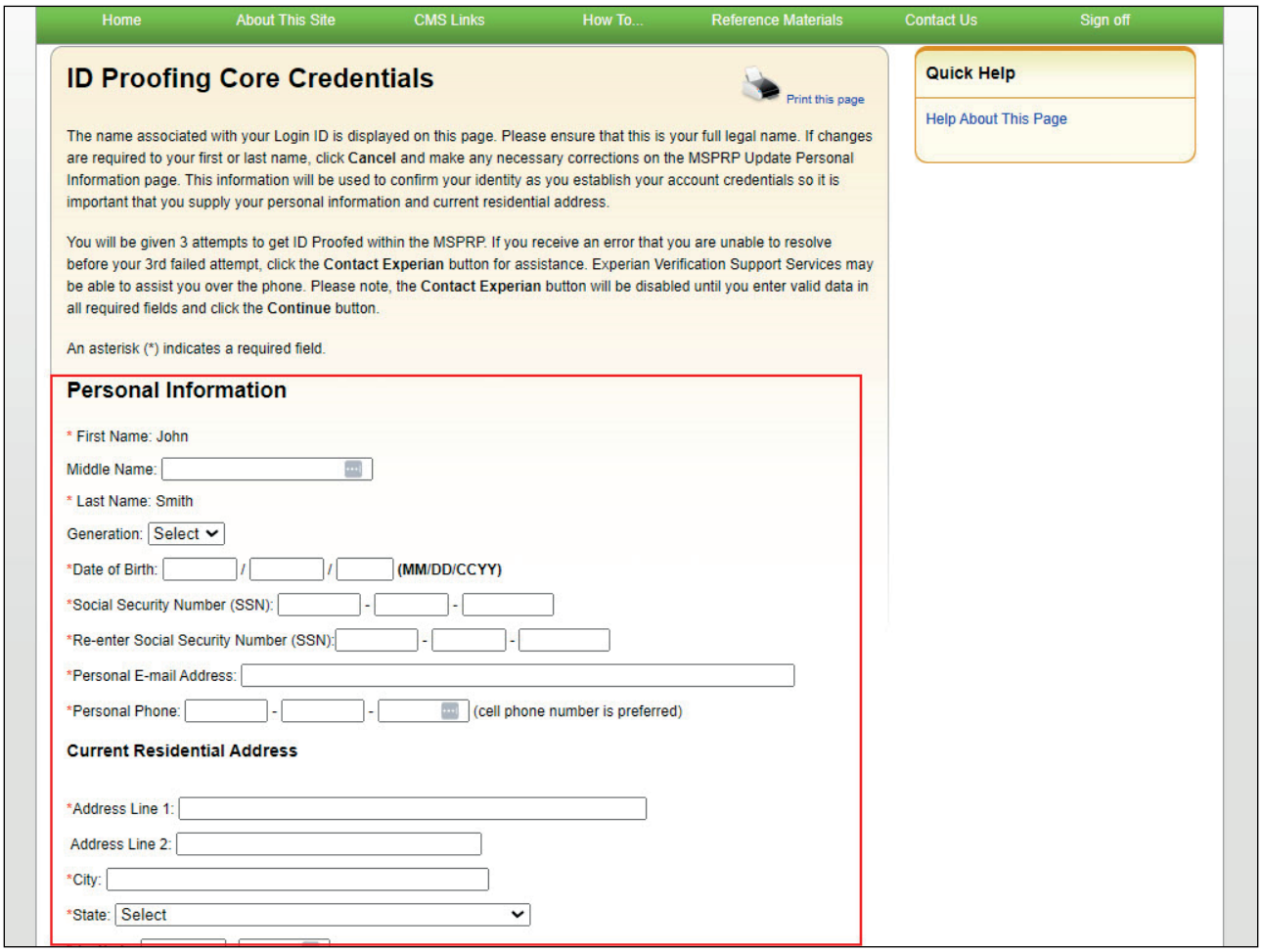
Slide notes

The ID Proofing and Multi-Factor Authentication Overview page appears.

This page provides general information about the process and its purpose. It also displays your current MFA status.

Click Continue to proceed.

Slide 15 of 37 - ID Proofing Core Credentials Page



Slide notes

The ID Proofing Core Credentials page will appear. This page requires you to enter personal information.

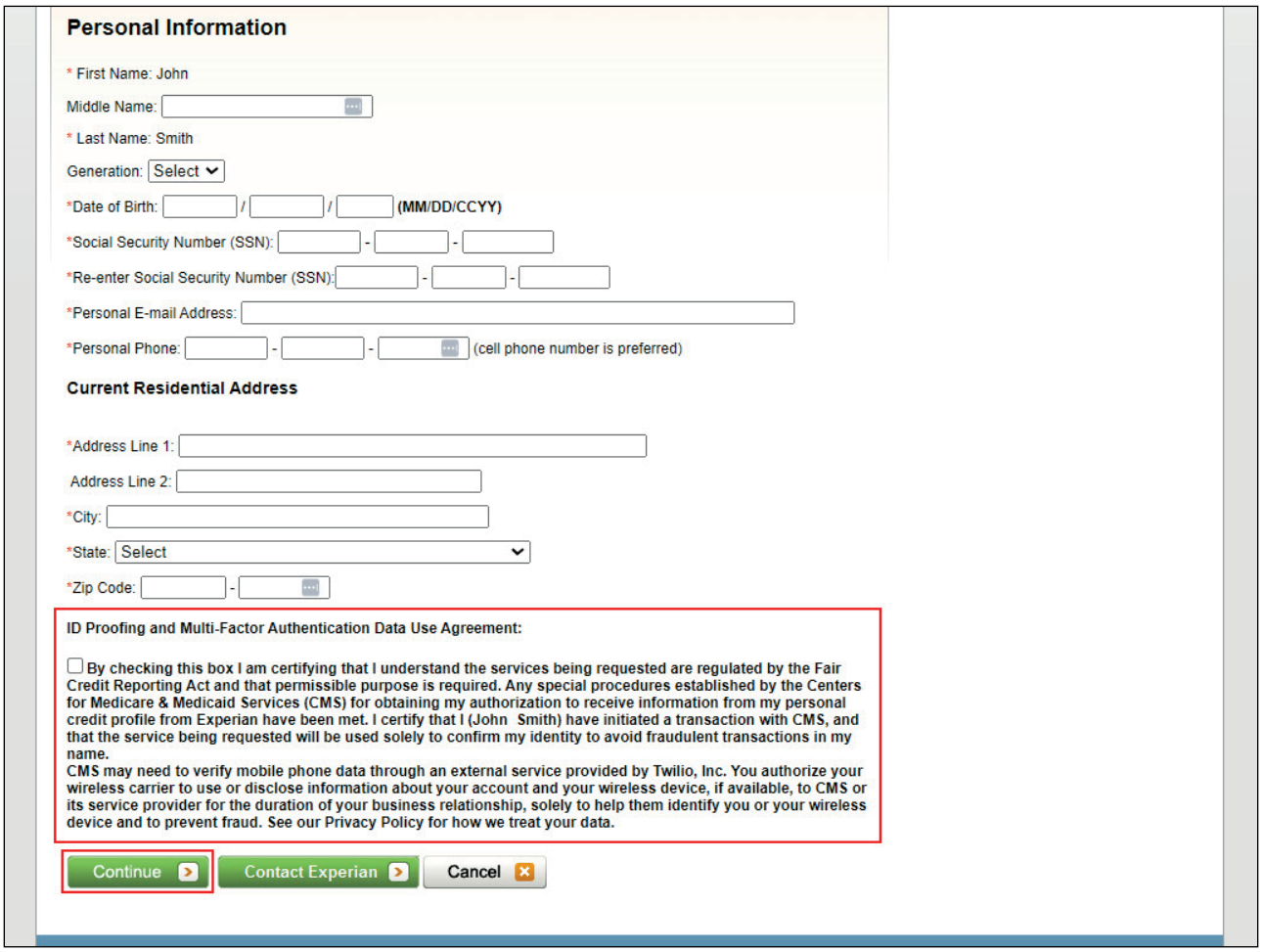
Note: The First and Last Name fields are pre-filled by the system and are the ones associated to your Login ID. If corrections are required, click Cancel on this page and make any necessary changes on the MSPRP Update Personal Information page.

See the User Maintenance CBT for more information.

The address information entered on this page should match your current residential address so Experian can verify your identity.

Successful ID proofing hinges upon Experian being able to use the address you provide to match to the address they have on file for you.

Slide 16 of 37 - ID Proofing Core Credentials Page



Slide notes

Before you click continue on the bottom of the page, ensure that your First and Last names are correct and that they match your full legal name. You must also check the Data Use Agreement (DUA) box before submitting your information to Experian Credit Services to be validated.

Slide 17 of 37 - Contact Experian Page

Slide notes

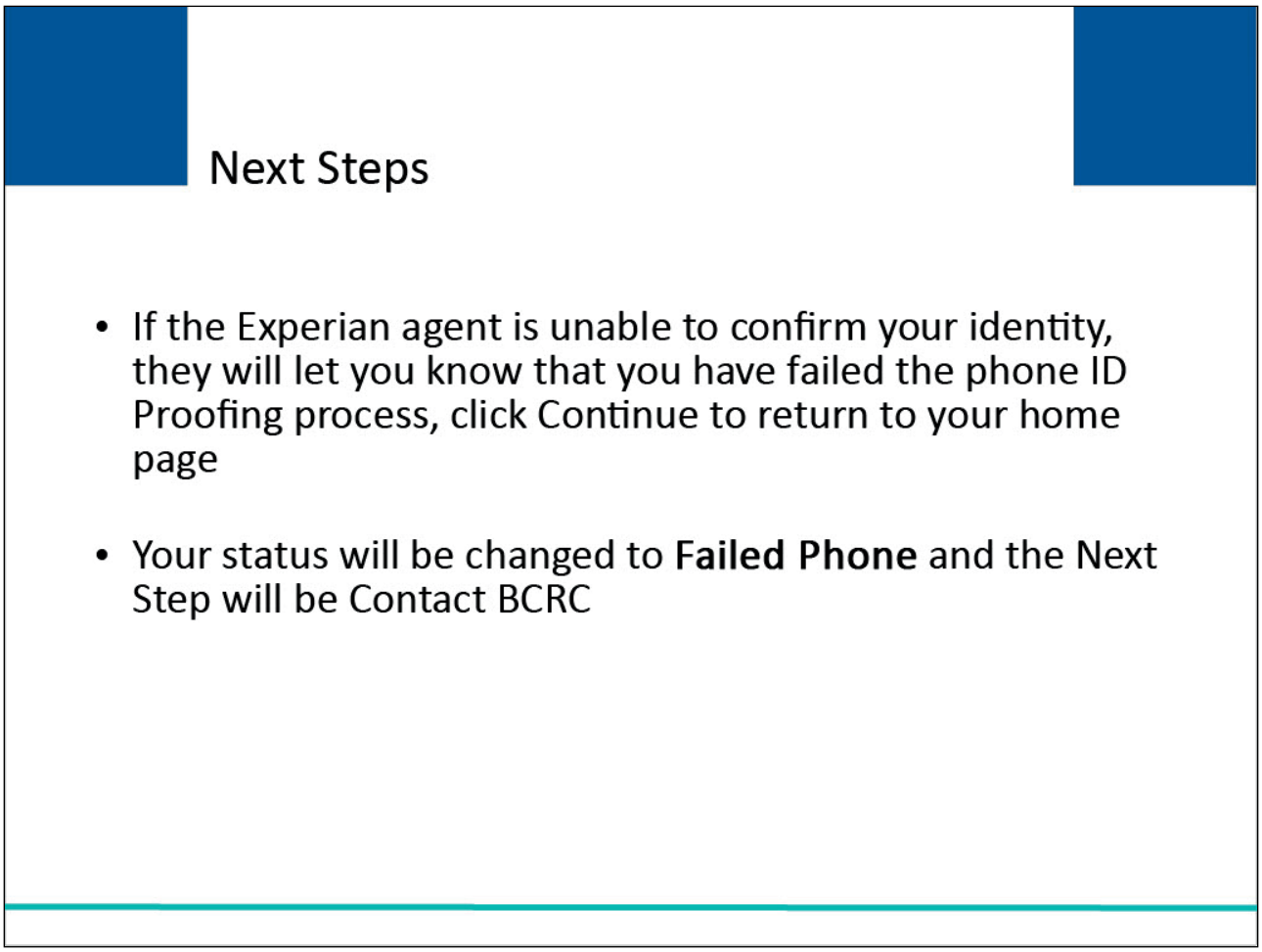
If Experian is unable to successfully ID Proof you, the MSPRP will display the Contact Experian page. In this case, your MFA status on your home page will be changed to Contact Experian.

This Contact Experian page provides instructions on how to contact the Experian Verification Support Services so you can attempt to complete the ID Proofing process by phone.

Call 1-833-985-0709 during the times indicated on the page, and have available your MSPRP Reference Number, which is displayed on this page.

The agent will ask you for the MSPRP Reference Number, name, address, phone number, date of birth, and Social Security Number. You may also be required to provide answers to some questions asked by the agent.

Slide 18 of 37 - Next Steps

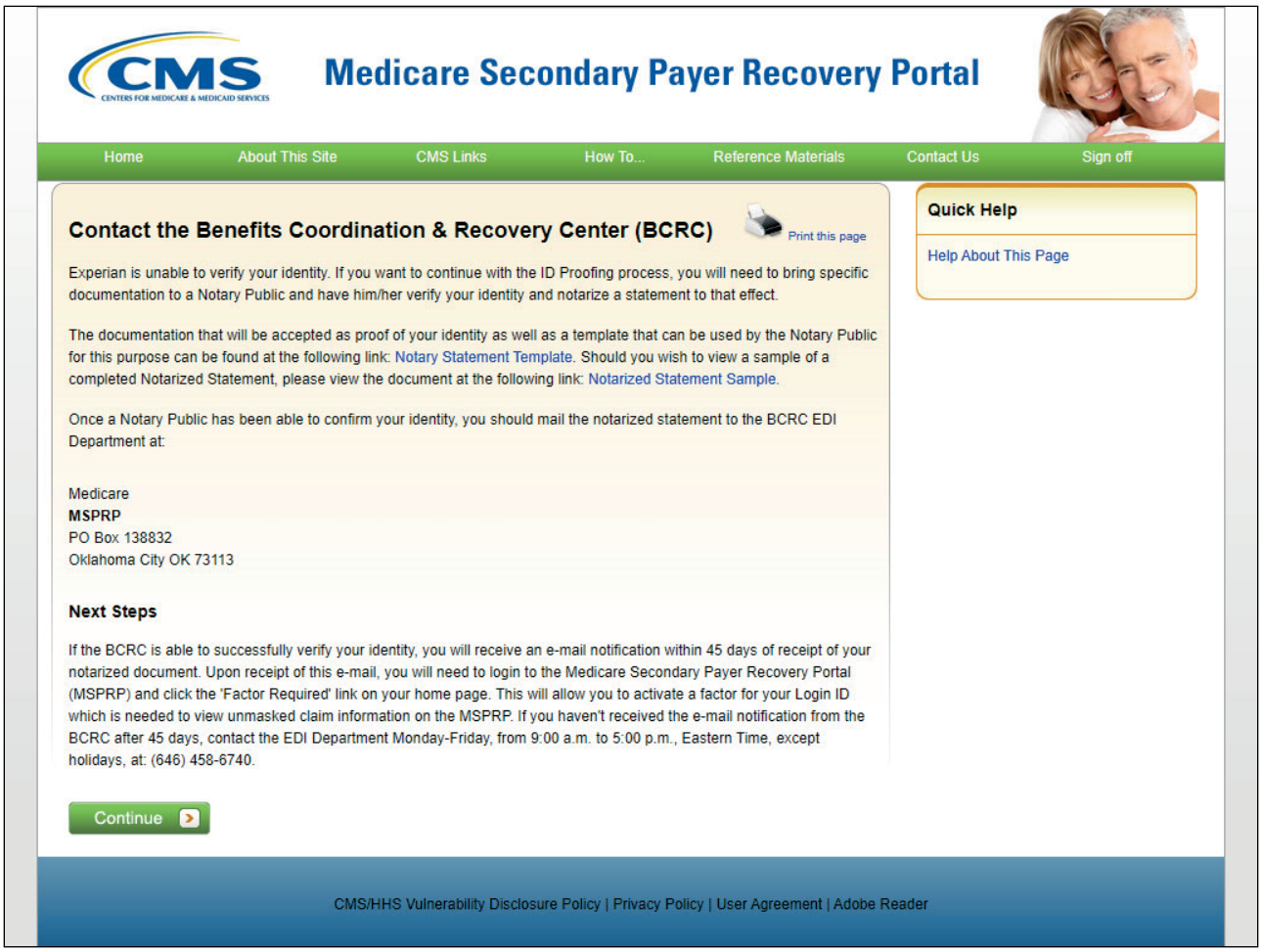


Slide notes

If the Experian agent is unable to confirm your identity, they will let you know that you have failed the phone ID Proofing process, click Continue to return to your home page.

Your status will be changed to Failed Phone and the Next Step will be Contact BCRC.

Slide 19 of 37 - Contact the Benefits Coordination & Recovery Center (BCRC)



Slide notes

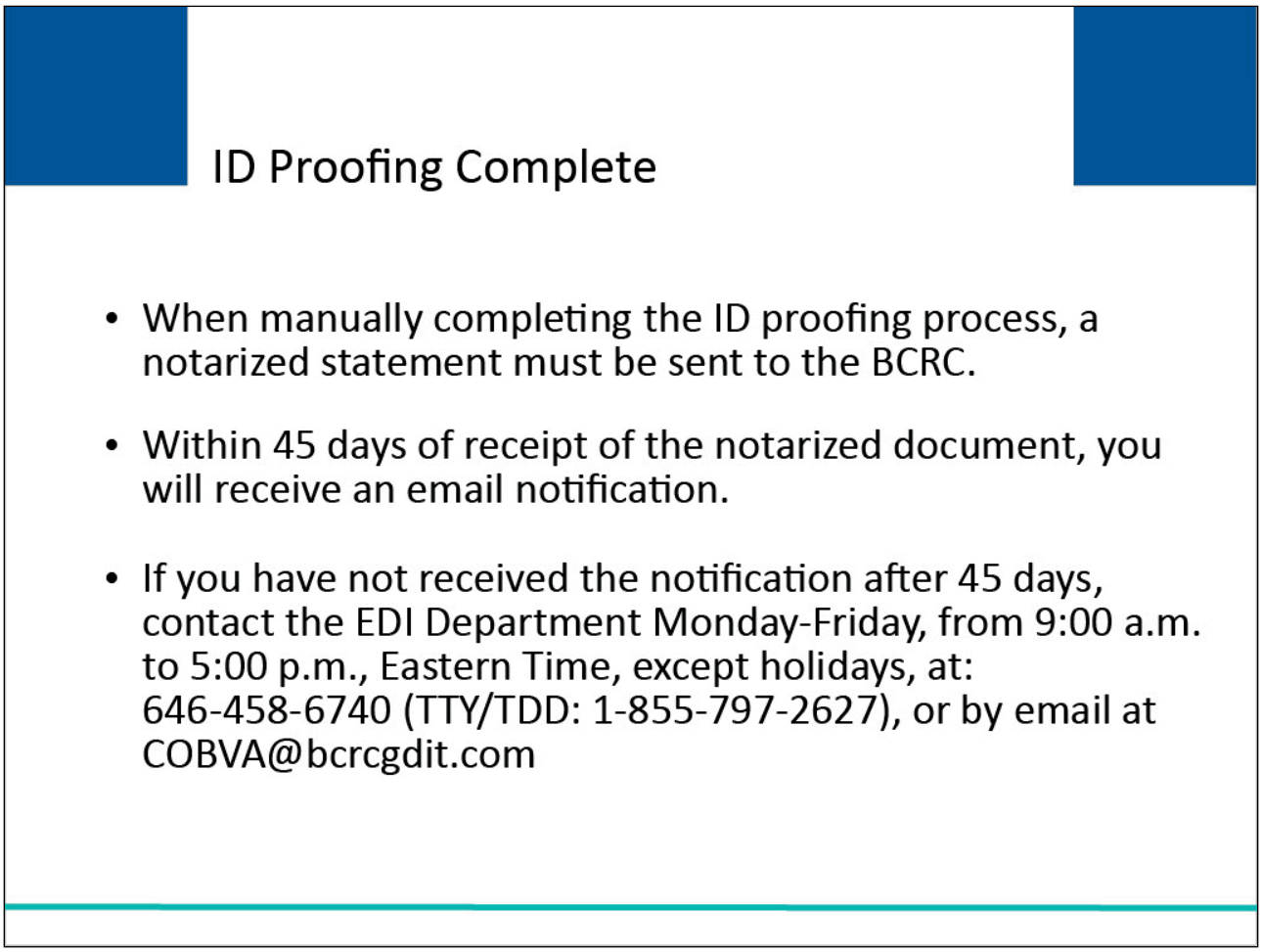
When you click the Contact BCRC link, the Contact the Benefits Coordination & Recovery Center (BCRC) page appears.

This page provides information for contacting the BCRC so you can complete the ID Proofing process through a manual process external to the MSPRP.

If you still want to continue with the ID Proofing process, you will need to bring specific documentation to a Notary Public and have that individual verify your identity and notarize a statement to that effect.

You will then need to send your documentation to the BCRC and have an EDI representative manually complete ID Proofing for you.

Slide 20 of 37 - ID Proofing Complete



Slide notes

When manually completing the ID proofing process, a notarized statement must be sent to the BCRC.

Within 45 days of receipt of the notarized document, you will receive an email notification.

If you have not received the notification after 45 days, contact the EDI Department Monday-Friday, from 9:00 a.m. to 5:00 p.m., Eastern Time, except holidays, at: 646-458-6740 (TTY/TDD: 1-855-797-2627), or by email at COBVA@bcrcgdit.com.

Slide 21 of 37 - Account List Page

Slide notes

To use MFA services, you will be required to register for a Factor Type (Voice Call and/or SMS (Text Messaging)) as a method of receiving your security token to access the MSPRP application using your MFA Login.

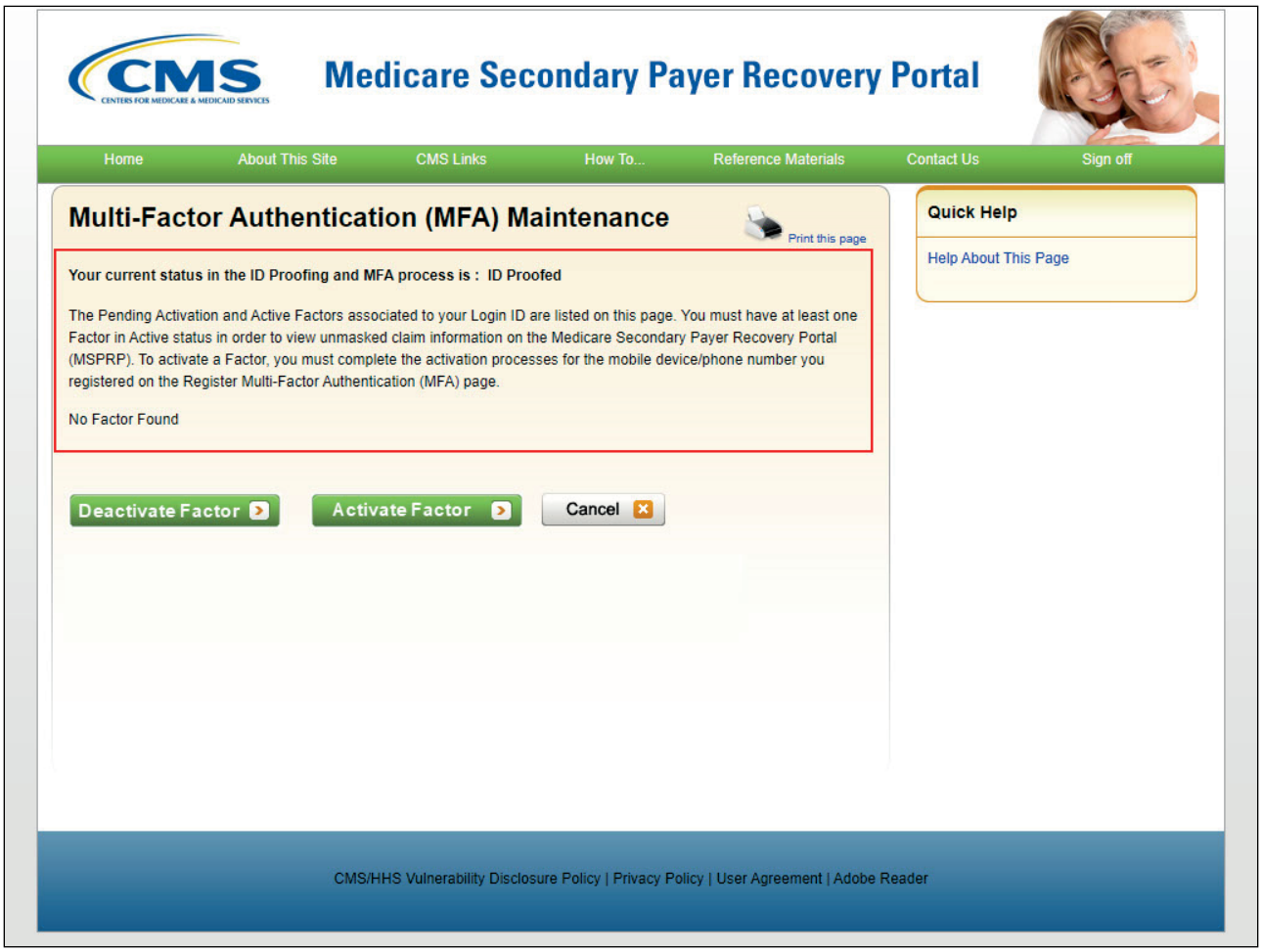
When registering for Voice Call, a landline phone or mobile device may be used to receive the security token via phone call. To register for SMS (Text Messaging) you must register with a mobile phone number in order to receive your security token via text message.

After the Factor registration, you then must activate the Factor for your login ID. You may only have ONE registered or activated phone number per factor type.

Click this Factor Required link to progress through the required steps.

Once you have successfully completed the process your status will be changed to Complete.

Slide 22 of 37 – Multi-Factor Authentication (MFA) Maintenance Page

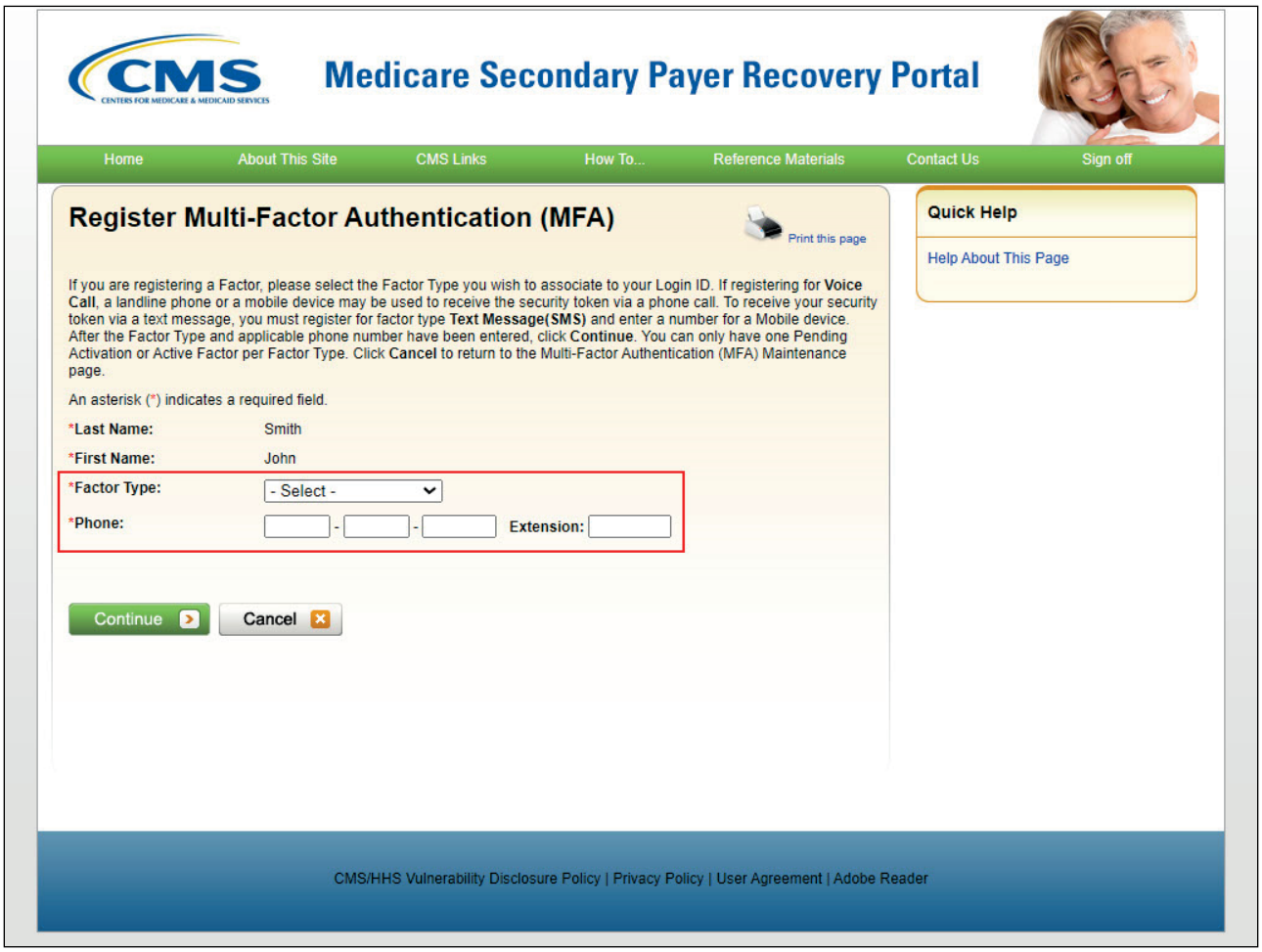


Slide notes

Since Experian was able to ID Proof your information, you will be directed to the Multi-Factor Authentication (MFA) Maintenance page.

You still need to activate a Factor, so the message “No Factor Found” will display. Click the Activate Factor button to complete the activation process for the mobile device or phone number you registered on the Register Multi-Factor Authentication (MFA) page.

Slide 23 of 37 – Register Multi-Factor Authentication (MFA) Page



Slide notes

Select the Factor Type from the drop-down menu.

You can select Text Message (SMS) or Voice message.

Enter the phone number that will receive the voice mail or text message and Click Continue.

Slide 24 of 37 - Activate Factor Page

Slide notes

Then enter the MFA Security Token you received on your registered mobile device/phone number.

If you do not receive your MFA Security Token, click the Resend button to receive a new MFA Security Token.

If the Security Token is invalid, check your token and enter a new Security Token. You only have 3 attempts to enter the correct information. On your third failed attempt, you will automatically be locked out of the MSPRP.

Click Continue to complete the activation.

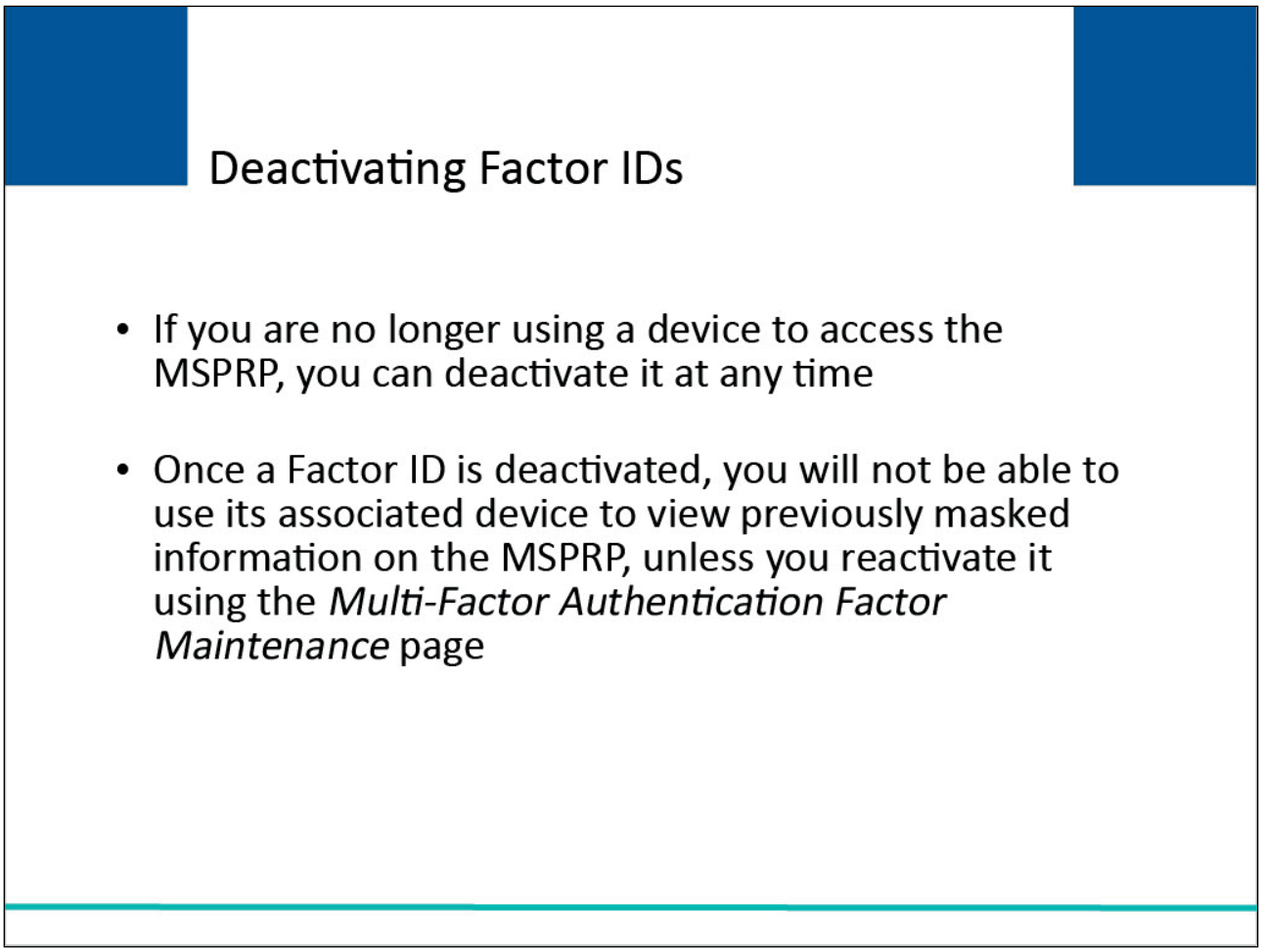
Slide 25 of 37 – Factor Activated Successfully Page

Slide notes

The Factor Activated Successfully page will appear listing the selected Factor Type with an Active Status.

Click Continue to access the Multi-Factor Authentication (MFA) Maintenance page.

Slide 26 of 37 - Deactivating Factor IDs



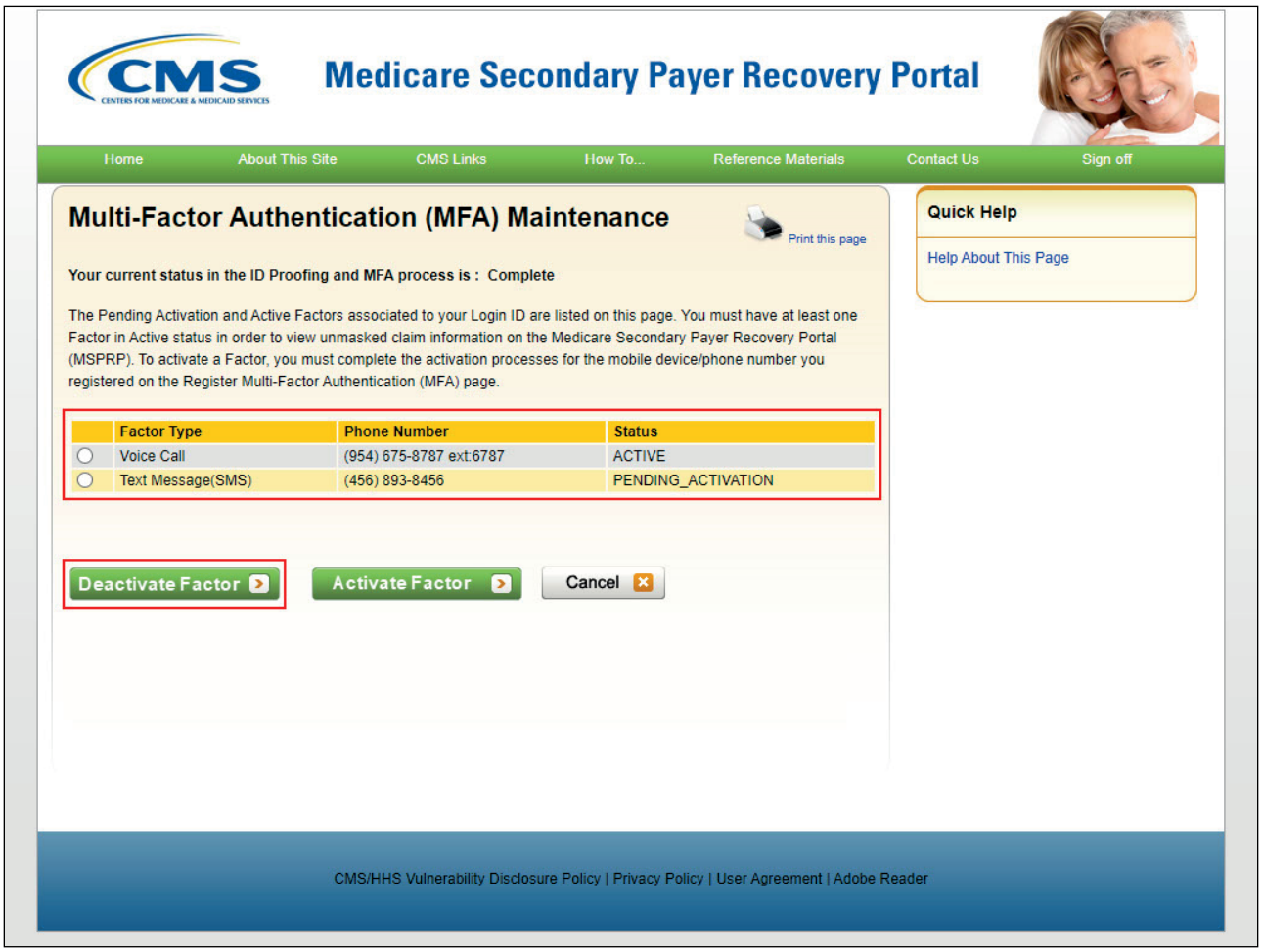
Slide notes

If you are no longer using a device to access the MSPRP, you can deactivate it at any time.

For example, if you switch phones or computers, you should deactivate the Factor ID associated to the old device and activate a Factor ID for the new one.

Once a Factor ID is deactivated, you will not be able to use its associated device to view previously masked information on the MSPRP, unless you reactivate it using the Multi-Factor Authentication Maintenance page.

Slide 27 of 37 - Multi-Factor Authentication (MFA) Maintenance Page

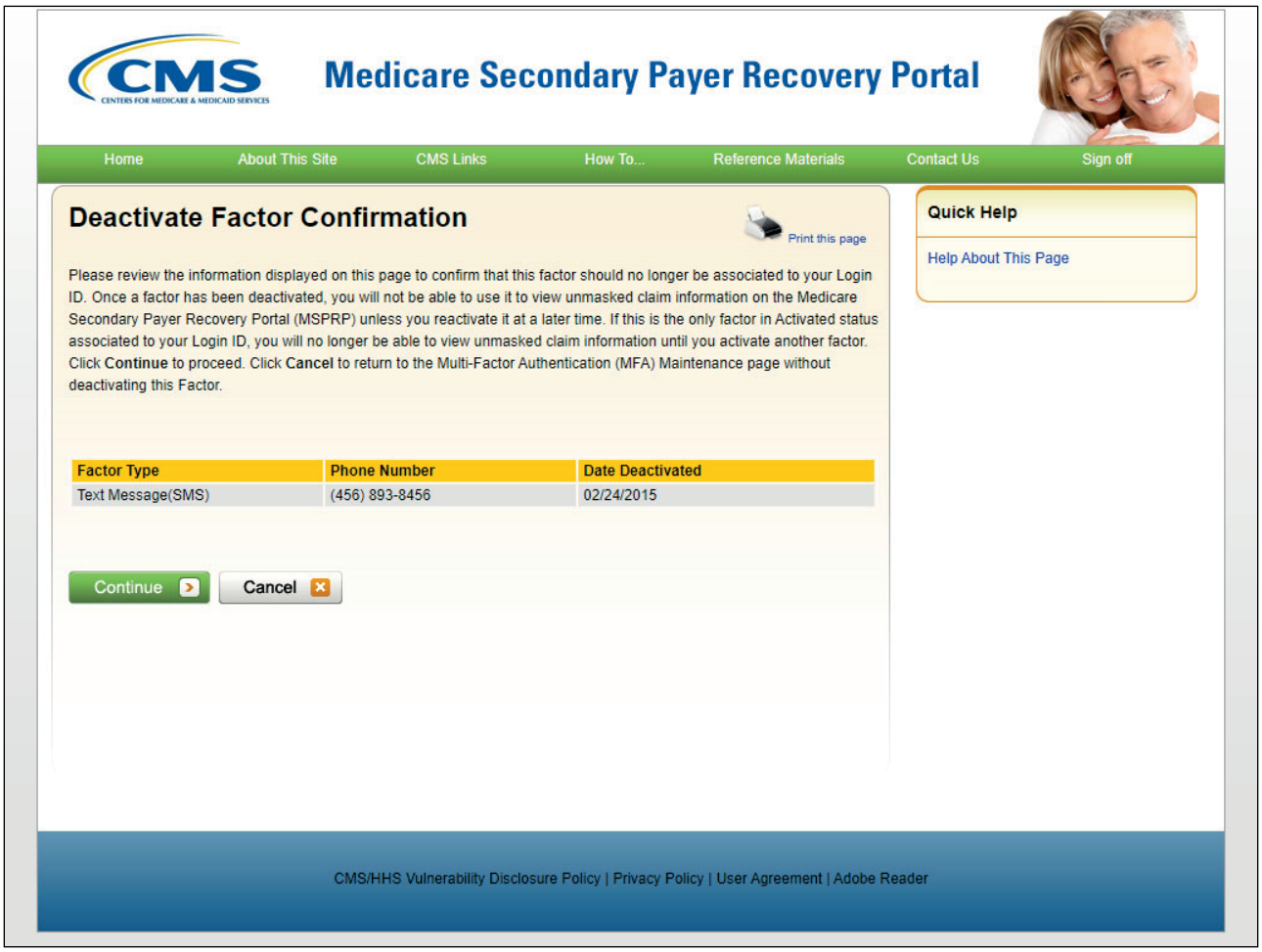


Slide notes

To Deactivate a Factor, you will need to access the Multi-Factor Authentication Maintenance page. You can access this page from the Factor Maintenance link on your home/Account List page.

The Multi-Factor Authentication (MFA) Maintenance page shown here will appear. Next, click the radio button corresponding to the Factor you want to deactivate and then click the Deactivate Factor button.

Slide 28 of 37 - Deactivate Factor Confirmation Page

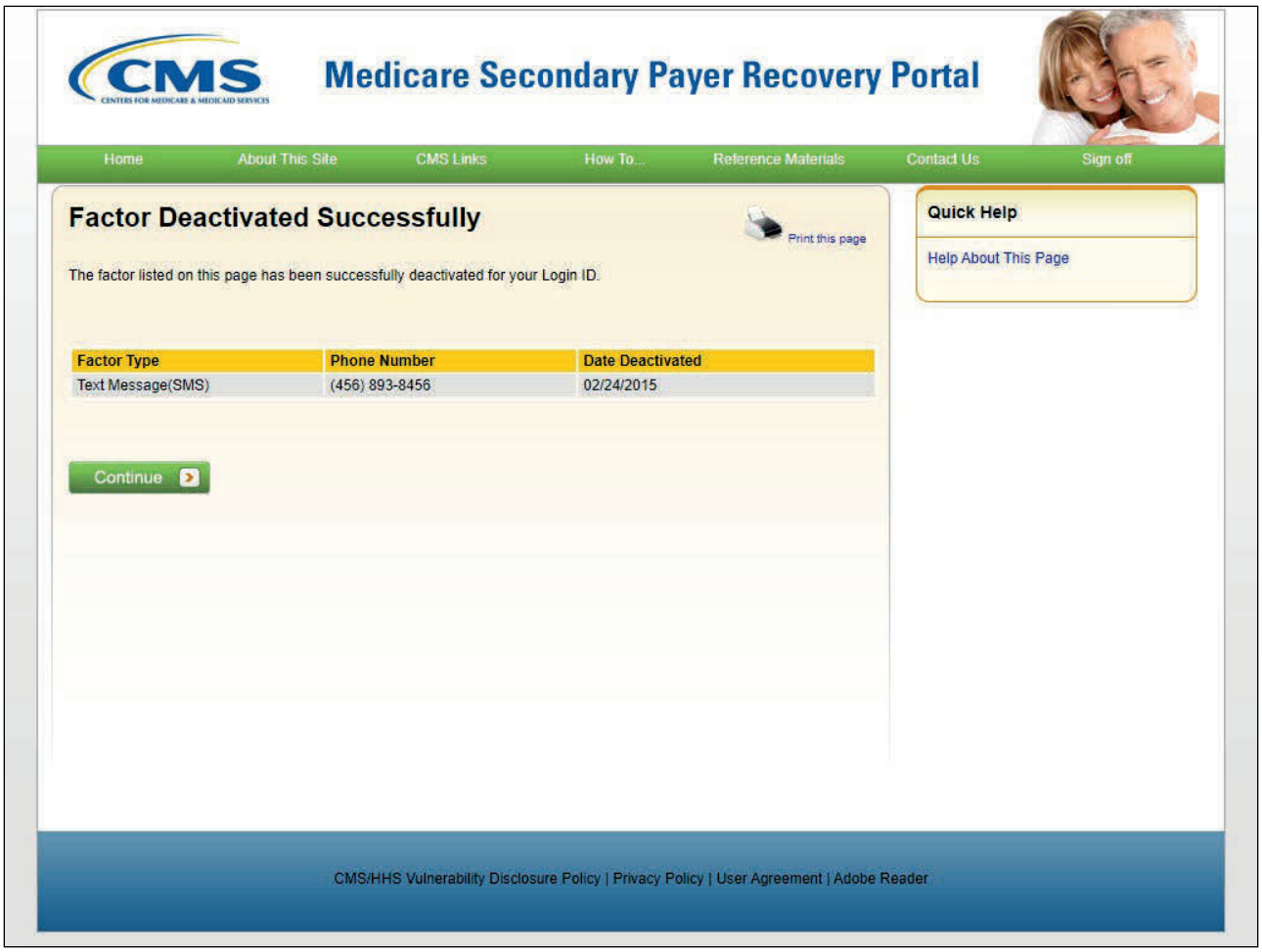


Slide notes

The Deactivate Factor Confirmation page will appear. When this page displays, click Continue to confirm the deactivation, or click Cancel to cancel the deactivation process.

Both actions will return you to the Multi-Factor Authentication Factor Maintenance page.

Slide 29 of 37 - Factor Deactivated Successfully Page

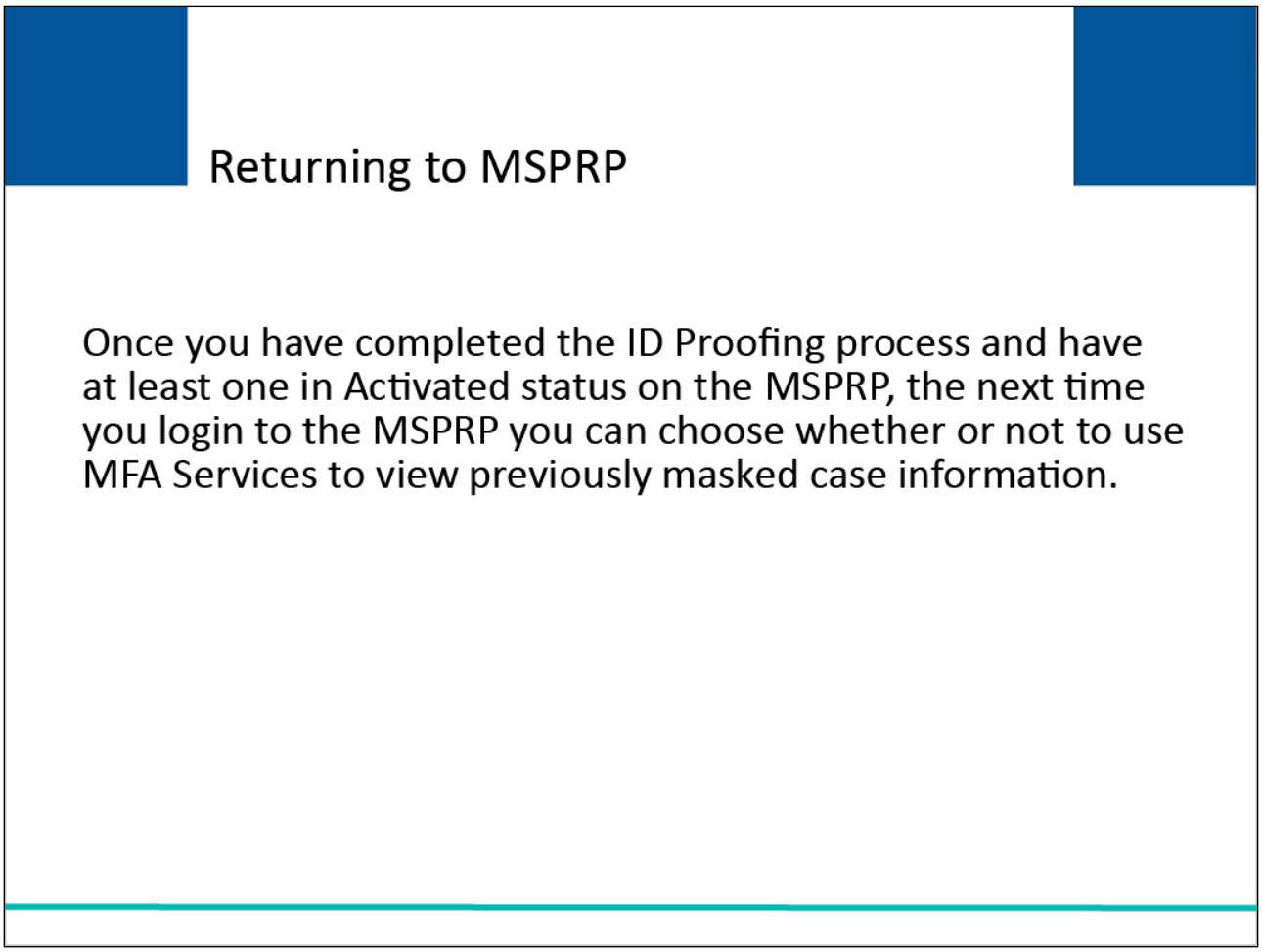


Slide notes

The Factor Deactivated Successfully page will appear.

Click Continue to confirm deactivation and return to the Multi-Factor Authentication Factor Maintenance page.

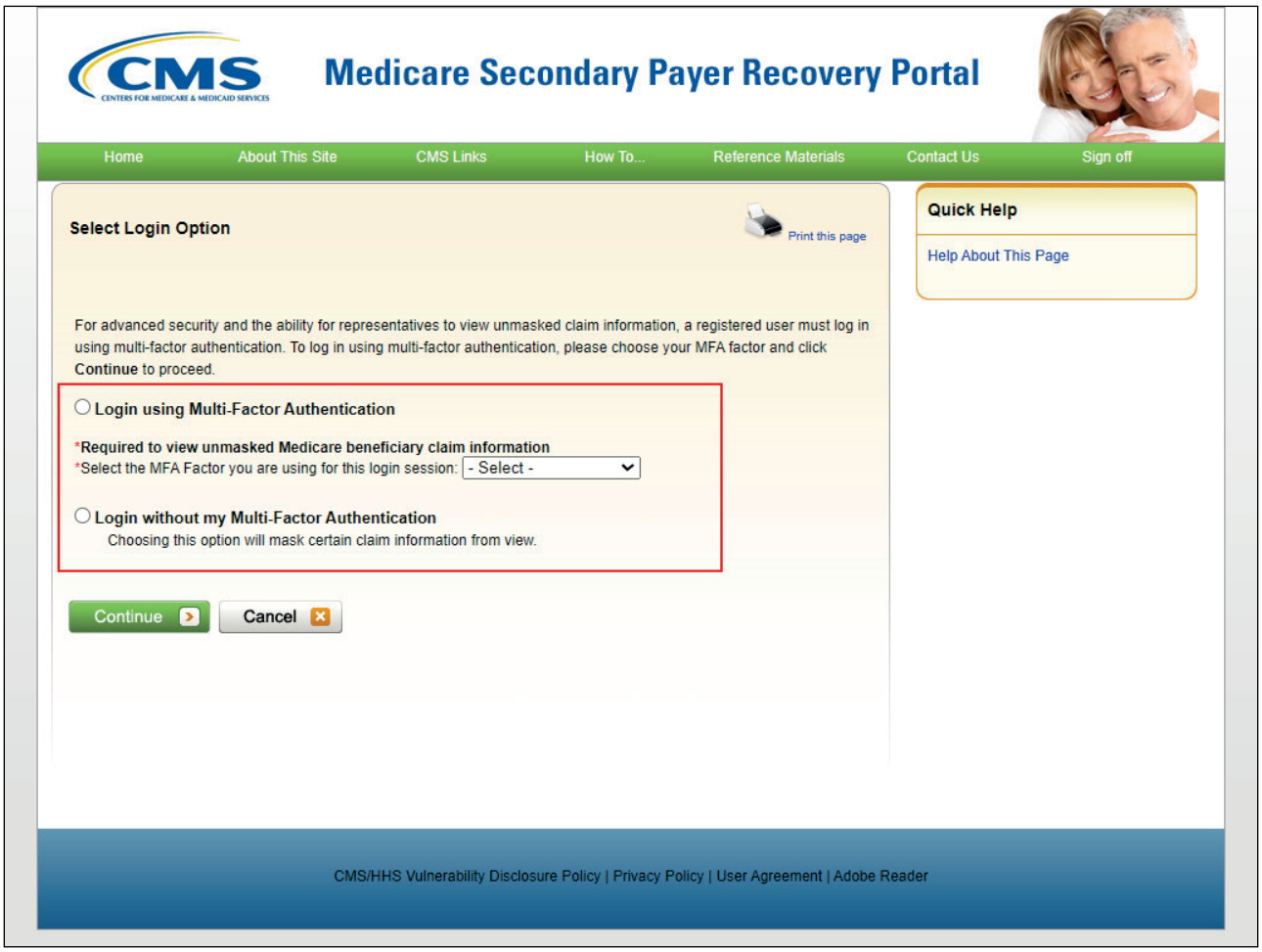
Slide 30 of 37- Returning to the MSPRP



Slide notes

Once you have completed the ID Proofing process and have at least one in Activated status on the MSPRP, the next time you login to the MSPRP you can choose whether or not to use MFA Services to view previously masked case information.

Slide 31 of 37 - Select Login Option Page



Slide notes

When you log in, the MSPRP displays the Select Login Option page automatically.

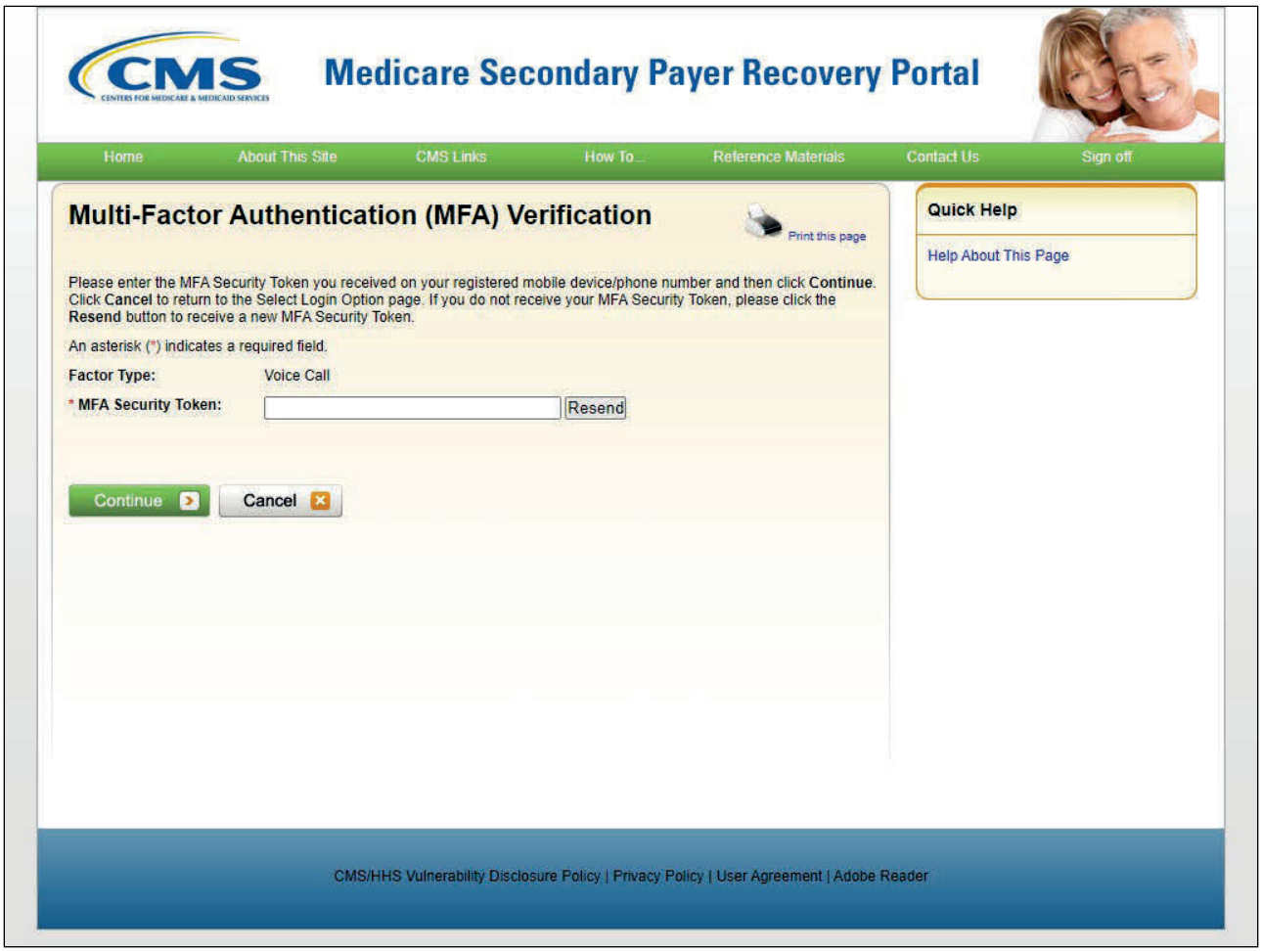
Click to select either the Login using Multi-Factor Authentication or Login without my Factor ID radio button.

If logging in using MFA Services, select a device from the drop-down menu and Enter the Security Code you receive.

Note: If you do not choose MFA services you will not be able to see any cases unmasked.

Select Continue.

Slide 32 of 37 - MFA Verification Page

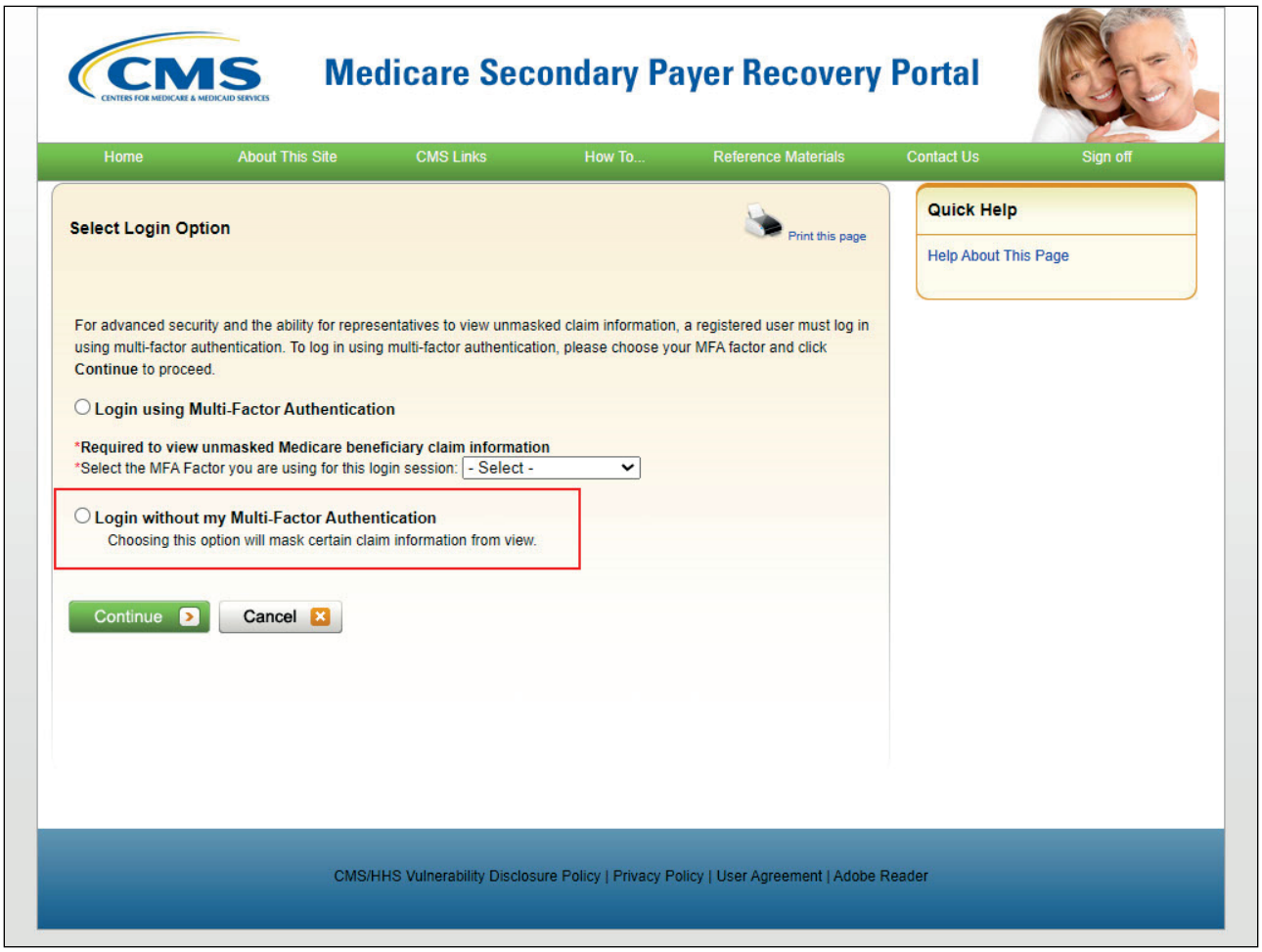


Slide notes

Enter the MFA Security Token and click Continue to continue the login, the Account page will appear with all the unmasked cases.

If you select Cancel you will return to the Select Login Option page.

Slide 33 of 37 - Select Login Option Page



Slide notes

When logging in without MFA services you will not be able to see any cases unmasked.

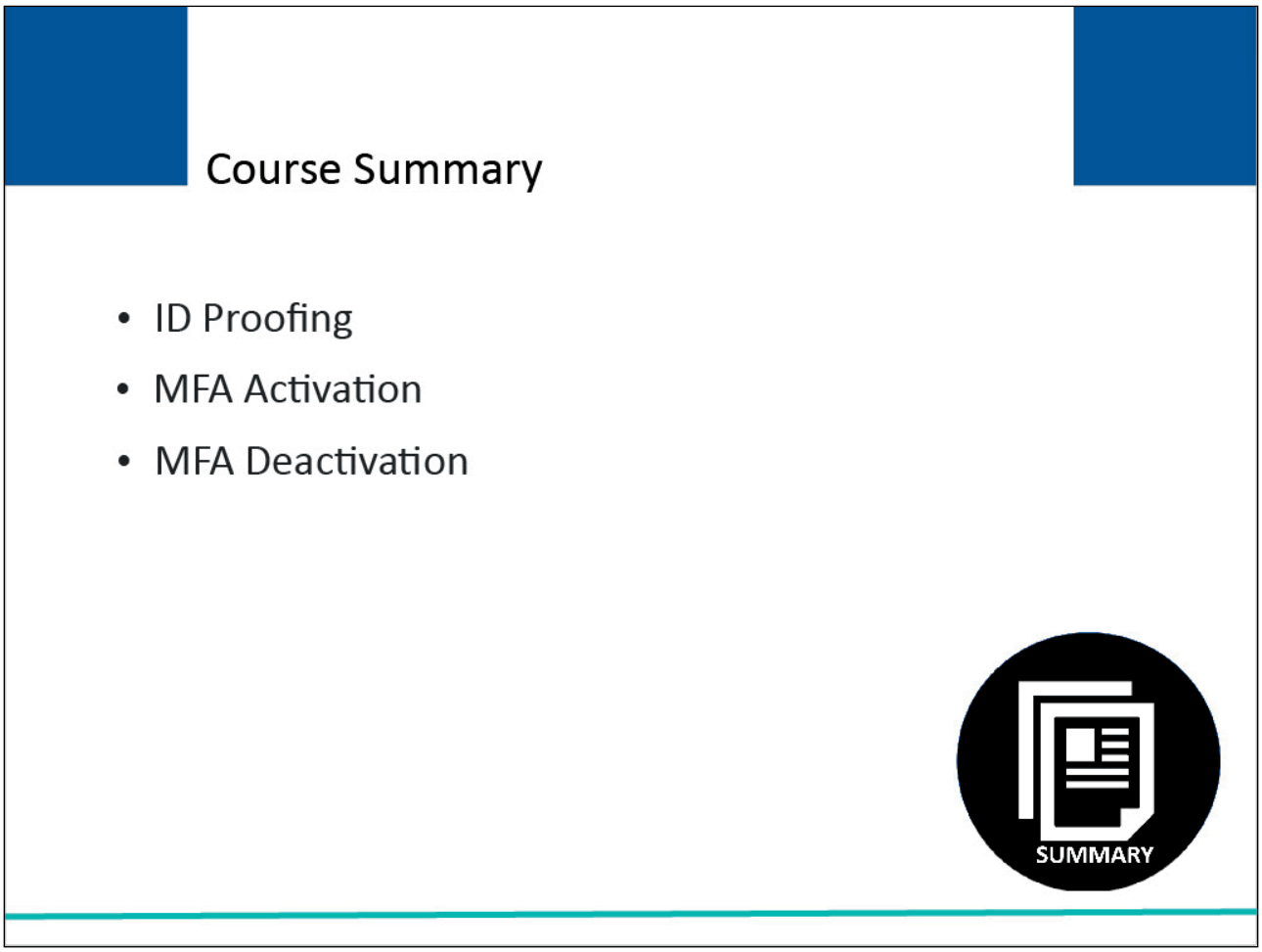
When select continue, the account list page will appear.

Slide 34 of 37 - Account List Page

Slide notes

You will now be able to see any cases unmasked once you select the Associated Account ID.

Slide 35 of 37 - Course Summary

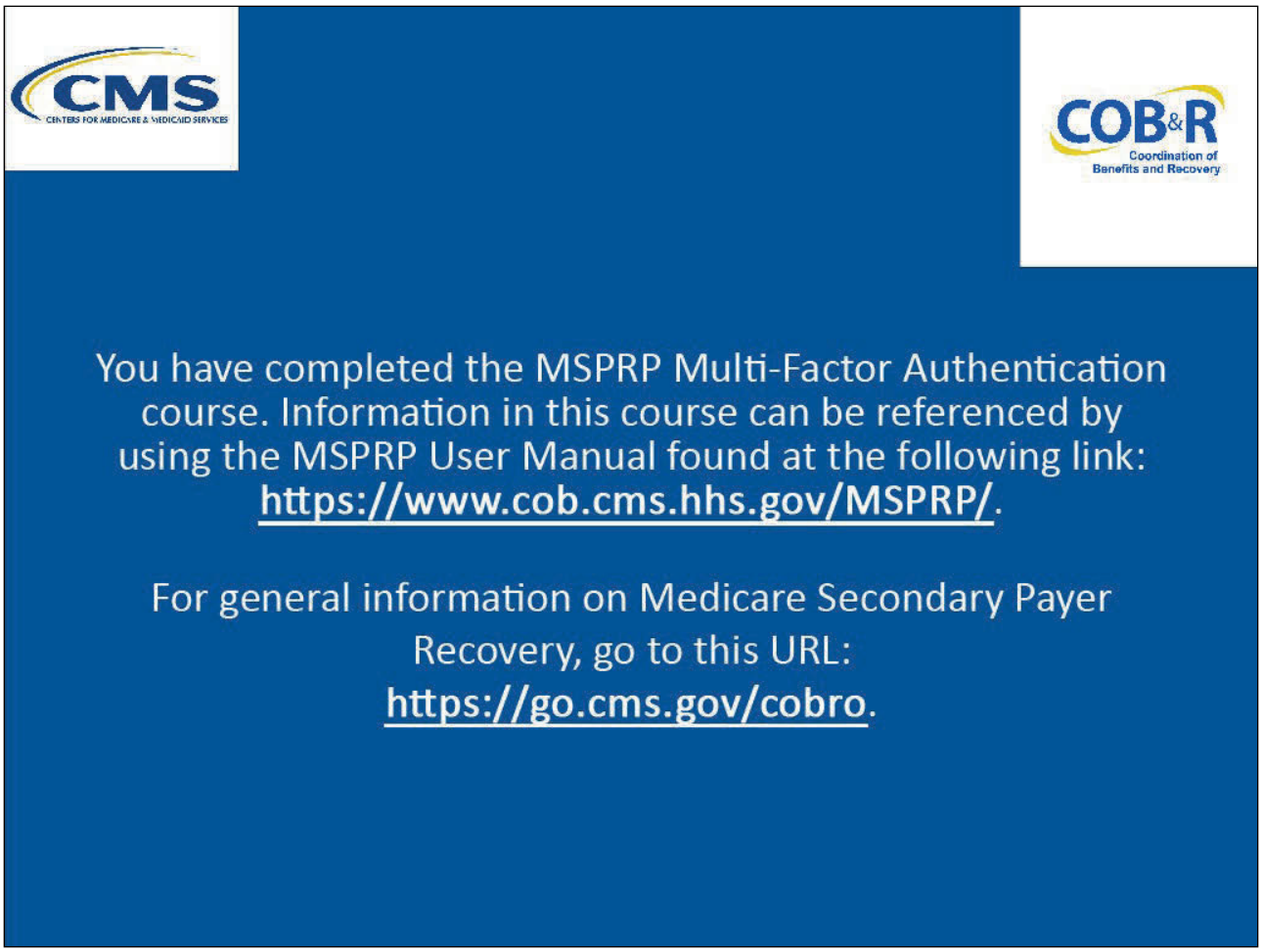


Slide notes

This module explained the steps a non-beneficiary user must take to be able to view unmasked case information in the MSPRP.

It explained how a user can become identity proofed using the MSPRP and how Multi-Factor Authentication (MFA) is activated and deactivated (if needed).

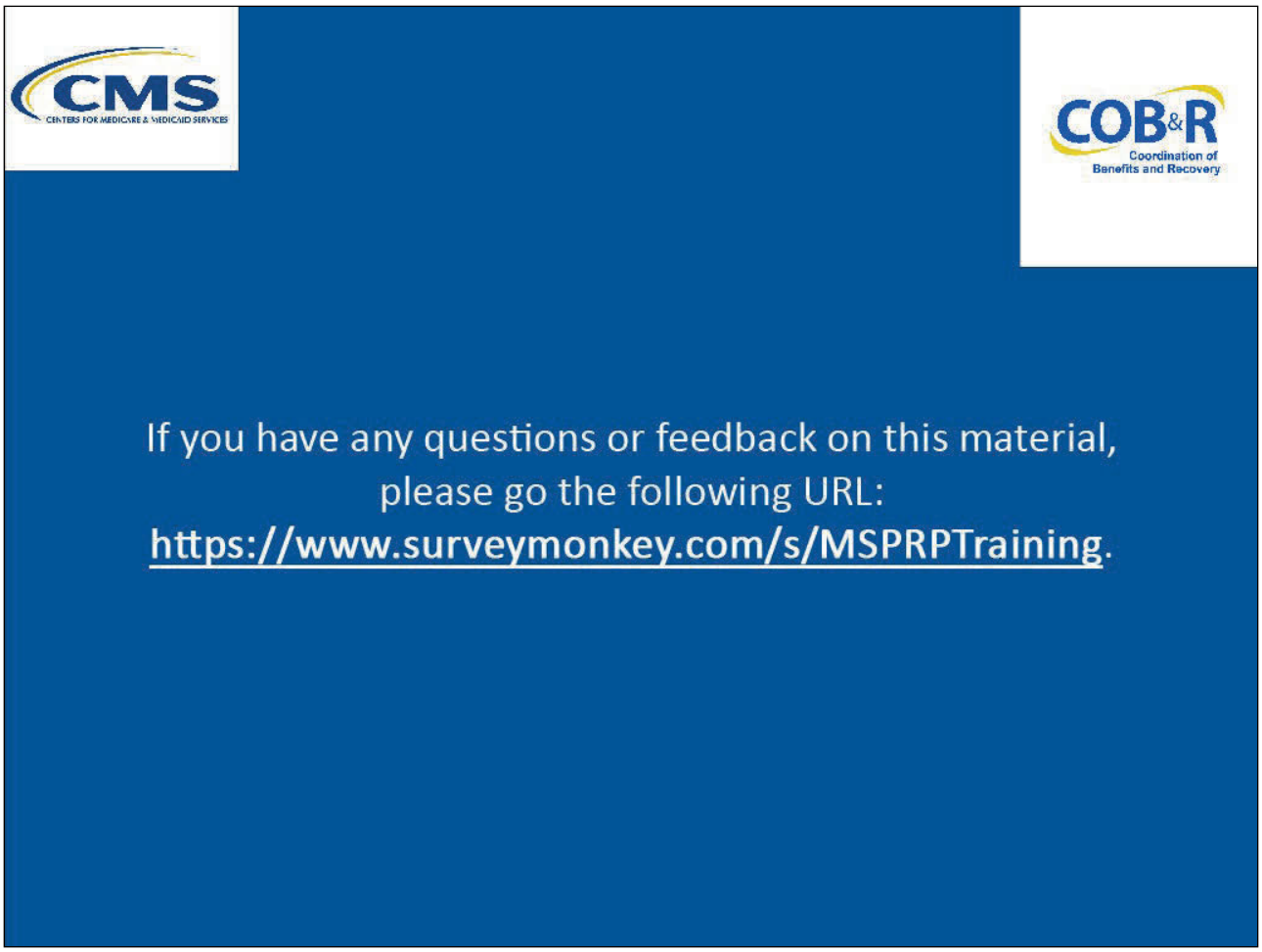
Slide 36 of 37 - Multi-Factor Authentication Conclusion



Slide notes

You have completed the MSPRP Multi-Factor Authentication course. Information in this course can be referenced by using the MSPRP User Manual found at the following link: MSPRP Website.

Slide 37 of 37 – MSPRP Training Survey



Slide notes

If you have any questions or feedback on this material, please go the following URL: MSPRP Training Survey.