



SFTP Site to Require Multi-Factor Authentication

Effective Date: Dec. 1, 2025

Health Plans Affected: Advantage MD, Employer Health Programs (EHP), Priority Partners, US Family Health Plan (USFHP)

Type of Change: Process

Explanation of Change:

Effective Dec. 1, 2025, Johns Hopkins Health Plans will require all users of our SFTP site to use multi-factor authentication (MFA) when logging in. This requirement will improve our data security.

We created a job aid that walks users through the two MFA options that will be available: an authentication app or email. Please reference the document if you have any issues authenticating.

Advantage MD, EHP and Priority Partners can access the document in [Avality](#):

- Navigate to the Johns Hopkins Health Plans payer space in Avality and use the search functionality to look up “SFTP Multi-Factor Authentication Job Aid”
- Or go to the Resources tab and select the “Other” category.

USFHP should contact the Johns Hopkins Health Plans Help Desk for assistance, as usual.

If you would like to use email as your authentication method, your account must have an associated email address. Follow the same process for other types of support to add an email address to your account, if necessary.

For issue assistance/user support, please contact the JHHP IT Help Desk at helpdesk@jhhp.org.

Thank you for your cooperation in ensuring member and patient data is protected with the highest levels of data security.