

## Provider Update

This update contains pertinent information about changes that will impact the Johns Hopkins HealthCare provider network.

## **Additional Security Measures for HealthLINK Access**

Effective Date: June 15, 2021

Health Plans Affected: HealthLINK users for Johns Hopkins Employer Health Programs (EHP), Priority Partners, and Johns Hopkins Advantage MD

Type of Change: Process

## **Explanation of Change:**

Starting June 15, 2021, additional security measures will be implemented that require providers and members using HealthLINK to complete two-factor authentication before accessing the portals. This will apply to the portals for Johns Hopkins EHP, Priority Partners, and Johns Hopkins Advantage MD. Here is how to use the two-factor authentication:

Note: If you are unable to view the images in this communication, please visit the communications repository.

1. When providers try to log into HealthLINK, after entering their user name and password, they will be brought to this page:

How would you like to rece	eive your security code?
Text message	Email
Send an SMS lood message to phone number	Send an email to c************************************
Remember this con Only use for private, secure man	mputer for 60 days?
you don't have access to email or a messaging device,	

• Providers will be prompted to receive a security code either through text, (if you have a cell phone number listed in your account) or by email.

• If you don't have any cell phone listed in your account, you can add it later by scrolling down to the "Communication Preference" section of the Administration tab (see step 3 for instructions).

• If you request the code through email, and it does not appear in your inbox, check the spam/junk folder.

2. Enter the security code on the next screen:

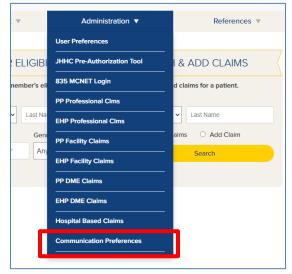


<u>Please contact the JHHC Provider Relations department at 888-895-4998 with any questions or concerns.</u> PRUP122-2FactorAuth (05/2021) May 2021



3. Changing Communication Preferences

• After completing the two-factor authentication process using your email and successfully entering the HealthLINK portal, go to the Administration tab and scroll down to Communication Preferences.



• Go to "Edit Contact Details"

Communication Preferences		
Category List		
Category	Email Text Secure Message	
assword Change		
Provider Activity Summar	v 🖾	

• Enter text address and hit Save.

<b>Communication Preferences</b>				
Email Address				
email@email.com				
Text Address	7			
1234567899 Verizon Wireless 🗸				
Save Cancel	_			

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