# 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:
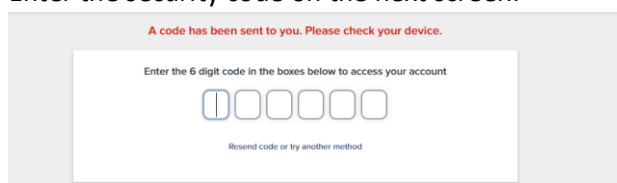
*Note: If you are unable to view the images in this communication, please visit the [communications repository](#).*

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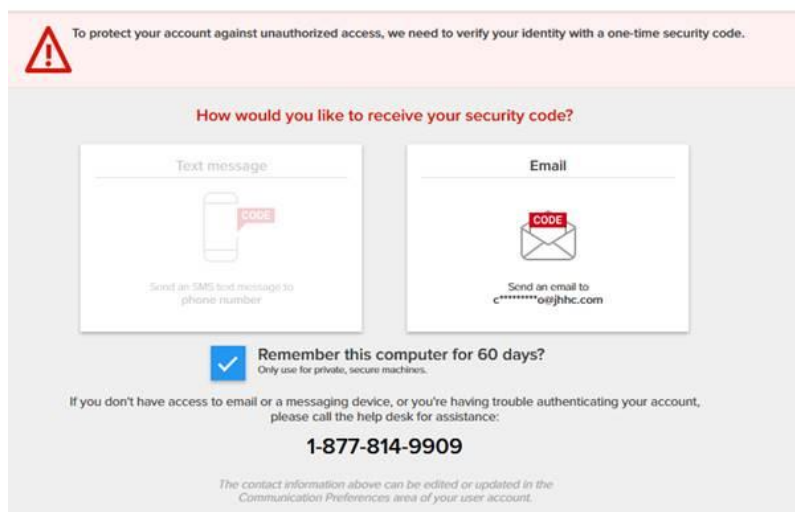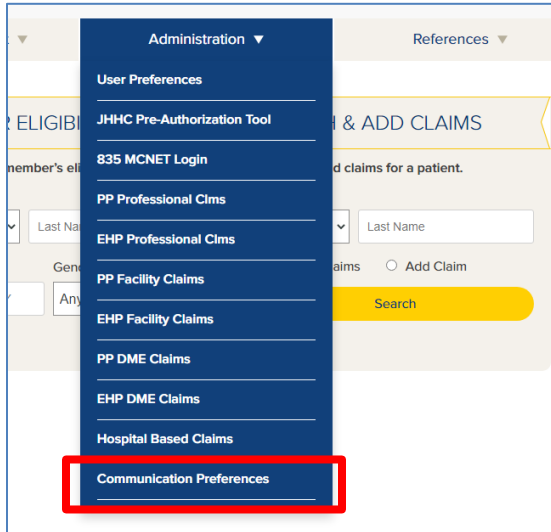


- Providers will be prompted to receive a security code either through text, (if you have a cell phone number listed in your account) or by email.
- If you don't have any cell phone listed in your account, you can add it later by scrolling down to the "Communication Preference" section of the Administration 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.
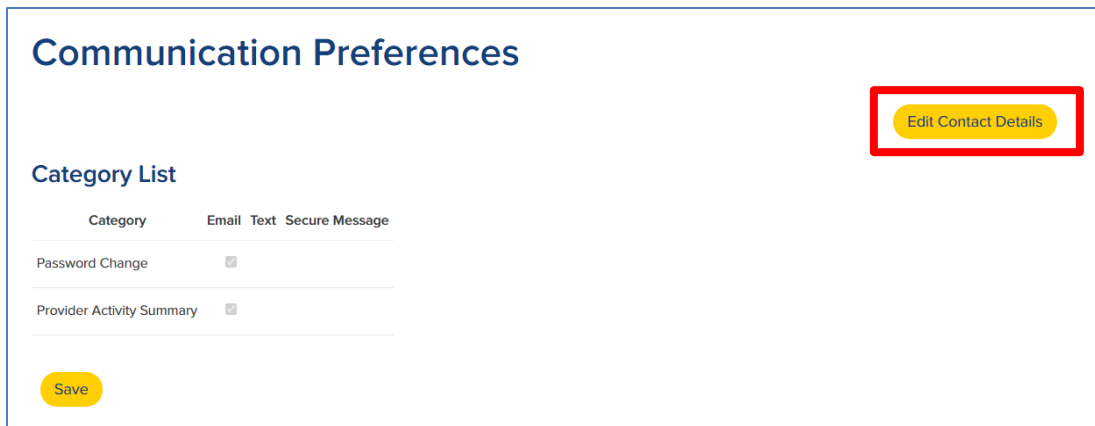
2. Enter the security code on the next screen:



*Please contact the JHHC Provider Relations department at 888-895-4998 with any questions or concerns.*

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"



   • Enter text address and hit Save.



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