# Caremark.com– Log In and Multifactor Authentication (MFA)

[Information](#_Toc106797880)

[Log In /Multifactor Authentication](#_Toc106797881)

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**Description:** This work instruction provides instructions for how to assist members who use Multifactor Authentication (MFA).

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| Information |

Members using biometric fingerprint and face recognition **are not** presented with Multifactor Authentication (MFA).

Multifactor Authentication (MFA) cannot be turned off or disabled.

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| Log In and Multifactor Authentication |

Perform steps below:

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| **Step** | **Action** |
| **1** | * The member clicks the **Sign In** button located at the top right of the homepage or the link in the middle of the page. * The member types their username and password. If signing in from an unrecognized device, the member is required to confirm their identity and request a verification code be sent to their email or mobile phone via text message. |
| **2** | The member clicks **Send the code**.  **Notes:**   * The verification code sent to the member’s email or mobile phone number on file via text message is a **6-digit verification code.** * If the member closes their browser window within which the code is to be entered, when they go to their email or text alert to find the code, the member will need to Sign In again and request another code. Advise the members not to close the window where the code is to be entered before they Sign In. |
| **3** | The member types the code and clicks **Confirm passcode.** |
| **4** | If the member experiences a delay with receiving the code, **utilize the workaround below to assist the member while on the call:**   * **Compass Users**: Navigate to view communications, then digital communications to provide to the member. * **PeopleSafe (PS) Users:** Visit the Communication History tab, view the last/most recent MFA email or text alert sent within the past 30 minutes and provide the member with the code to enter and Sign in. * The verification code expires in 30 minutes after it is requested (One (1) out of three (3) codes is allowed.) * Failure to enter the verification code correctly three (3) times will lock the member out for 30 minutes. * If the member does not receive a code, a Web Error Form needs to be submitted.   You **cannot** utilize this workaround unless the member has been fully authenticated with four (4) authentication elements per the **Web Support HIPAA guidelines**. If assisting another individual on the member’s behalf, you **must** speak to the member/beneficiary themselves (unless a Power of Attorney (POA) OR Appointment of Representative (AOR) is in effect, or the member verbally authorizes at the time of the call to speak to someone else). Refer to [Caremark.com - HIPAA Regulations and PHI Form (038100)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=29c145e4-abda-481c-a24e-f3fd72145dbb). |

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| Related Documents |

**Parent SOP:** [CALL 0045 Customer Care Web Support Email Response and Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0045)

[CALL 0011 Authenticating Caller](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0011)

**Abbreviations/Definitions:** [Customer Care Abbreviations, Definitions, and Terms](file:///C:\Users\Ur17ihl\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\windows\INetCache\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\AppData\Local\Microsoft\Windows\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\AppData\Local\Microsoft\Windows\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\AppData\Local\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\AppData\Local\Downloads\CMS-2-017428)

**Index:** [Caremark.com - Work Instruction/Job Aid Index](file:///C:\Users\Ur17ihl\Desktop\1\CMS-PRD1-105672)

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