

Point32Health

Setting Up

Multi-Factor

Authentication

for Commercial

and Medicare Brokers



# Point32Health

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# What is multi-factor authentication?

Multi-factor authentication (MFA) is a security process where two or more verification methods must be provided to gain access to a system, application, or network.

Logging into the Broker Portal requires:

- your **username and password** and
- a **verification code**

You can:

- use your **email** to obtain a verification code or
- use an **authenticator app** to obtain a verification code

This guide provides an overview of the one-time setup for multi-factor authentication.

Point32Health

**Commercial  
and Medicare  
Broker Portal**

# Let's get started!

## HPHC Brokers

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Harvard Pilgrim HealthCare For Brokers OUR SOLUTIONS RESOURCE CENTER INSIGHTS & UPDATES **BROKER LOGIN**

Select Broker Login

### Point32Health Dental & Point32Health Vision

When combined with our Harvard Pilgrim medical plans, you can deliver more health coverage and convenient care to your employer clients and their employees. Consider adding Point32Health Dental and Point32Health Vision to your client's benefit designs today.

LEARN MORE ABOUT POINT32HEALTH DENTAL & VISION

## THP Brokers

I am a: Broker Need language assistance? Find a provider Contact Us

TUFTS Health Plan a Point32Health company Plans & benefits Programs & reporting News & information Forms & documents Search Login

Home > Broker

Select Login

### We're with you

We are here for our broker community.

Login - Broker portal (new) Login - BrokerLink (RI brokers)

Select Login - Broker portal (new)

# Broker portal login

1. Type your **Username**.
2. Type your usual **Password**.
3. Select **Log in**.

## Broker portal login

Username

Password

[Log in](#)


[Forgot username?](#) · [Forgot password?](#)

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**Browser Tip: Internet Explorer**  
Internet Explorer is no longer a supported browser.

Please be sure to use one of our supported browsers if you are having issues:

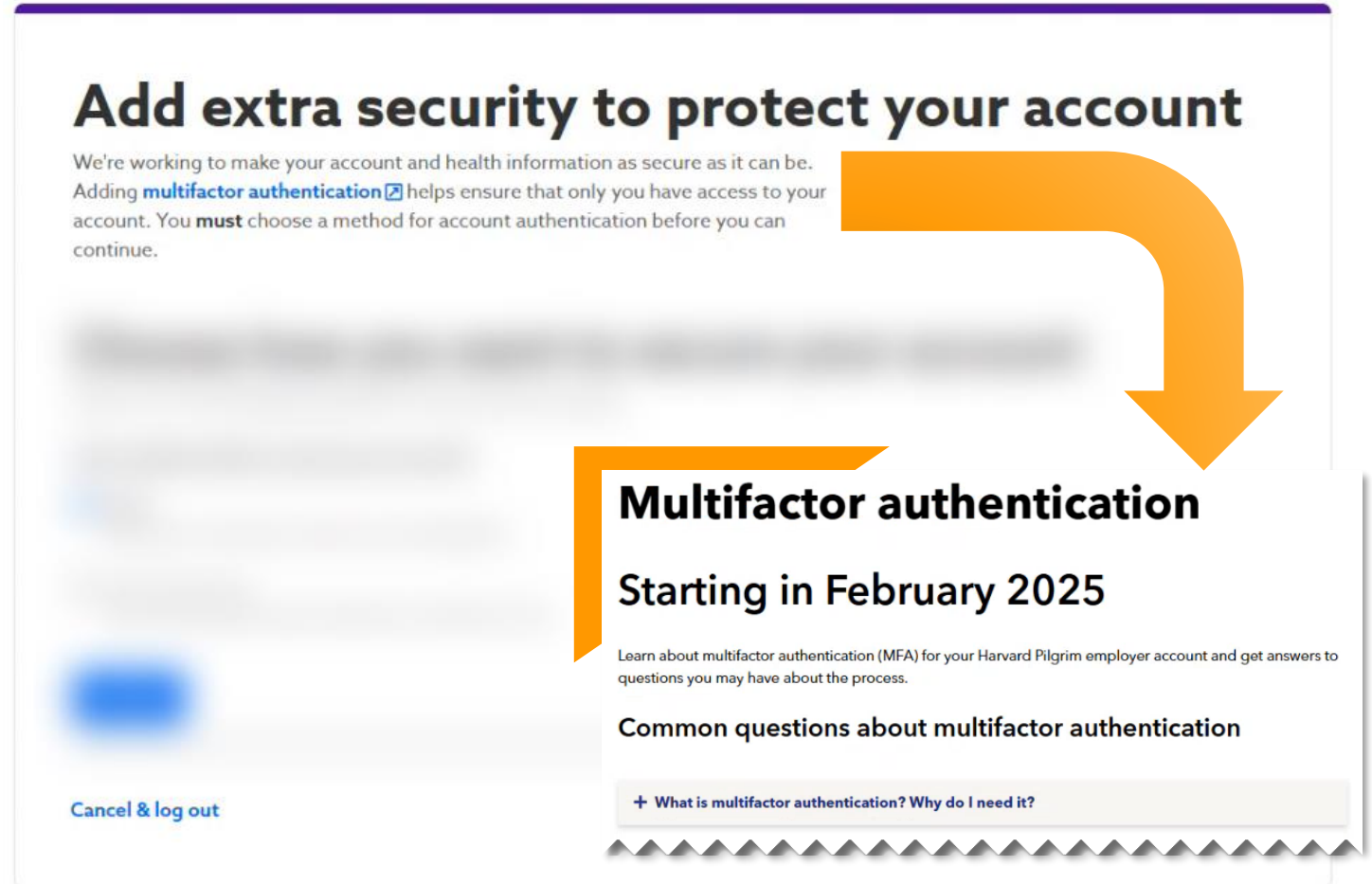
- Mozilla Firefox
- Google Chrome
- Microsoft Edge with Chromium



# Get more information from the FAQ

The multi-factor authentication setup screen is displayed.

Select the link for **multi-factor authentication** for more information and answers to common questions.



**Add extra security to protect your account**

We're working to make your account and health information as secure as it can be. Adding [multifactor authentication](#) helps ensure that only you have access to your account. You **must** choose a method for account authentication before you can continue.

**Multifactor authentication**

**Starting in February 2025**

Learn about multifactor authentication (MFA) for your Harvard Pilgrim employer account and get answers to questions you may have about the process.

**Common questions about multifactor authentication**

+ [What is multifactor authentication? Why do I need it?](#)

[Cancel & log out](#)



# Choose a validation method

Decide where to obtain verification codes when you log in.

The following sections provide overviews of the choices:

- Email
- Authenticator app

**Add extra security to protect your account**

We're working to make your account and health information as secure as it can be. Adding **multifactor authentication** helps ensure that only you have access to your account. You **must** choose a method for account authentication before you can continue.

**Choose how you want to secure your account**

Select one of the following options for extra account security.

How would you like to secure your account?

**Email**  
We'll send a verification code to your email address.

**Authenticator app**  
Use an authenticator app to generate a verification code.

**Continue**

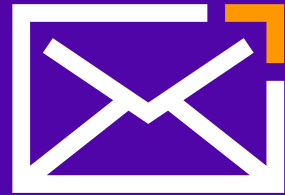
[Cancel & log out](#)

You can switch methods later!





# Using Email Verification



**One-time setup**

# Choose email verification

1. Select **Email**.
2. Select **Continue**.

## Add extra security to protect your account

We're working to make your account and health information as secure as it can be. Adding [multifactor authentication](#) helps ensure that only you have access to your account. You **must** choose a method for account authentication before you can continue.

### Choose how you want to secure your account

Select one of the following options for extra account security.

How would you like to secure your account?

**Email**  
We'll send a verification code to your email address.

**Authenticator app**  
Use an authenticator app to generate a verification code.

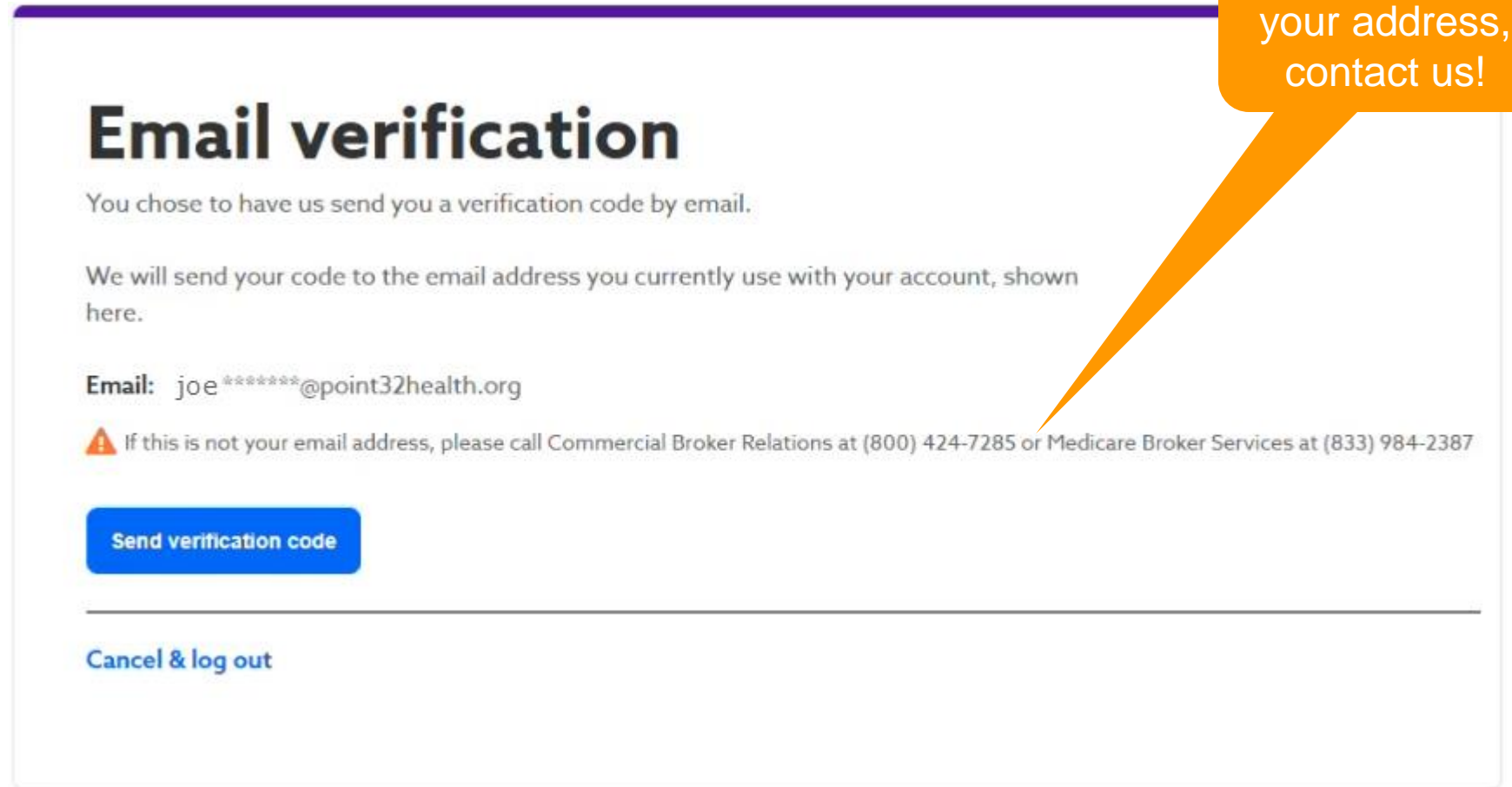
[Continue](#)

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[Cancel & log out](#)

# Send an email verification code

1. Confirm your email address.
2. Select **Send verification code**.




**Email verification**

You chose to have us send you a verification code by email.

We will send your code to the email address you currently use with your account, shown here.

**Email:** joe\*\*\*\*\*@point32health.org

 If this is not your email address, please call Commercial Broker Relations at (800) 424-7285 or Medicare Broker Services at (833) 984-2387

[Send verification code](#)

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[Cancel & log out](#)

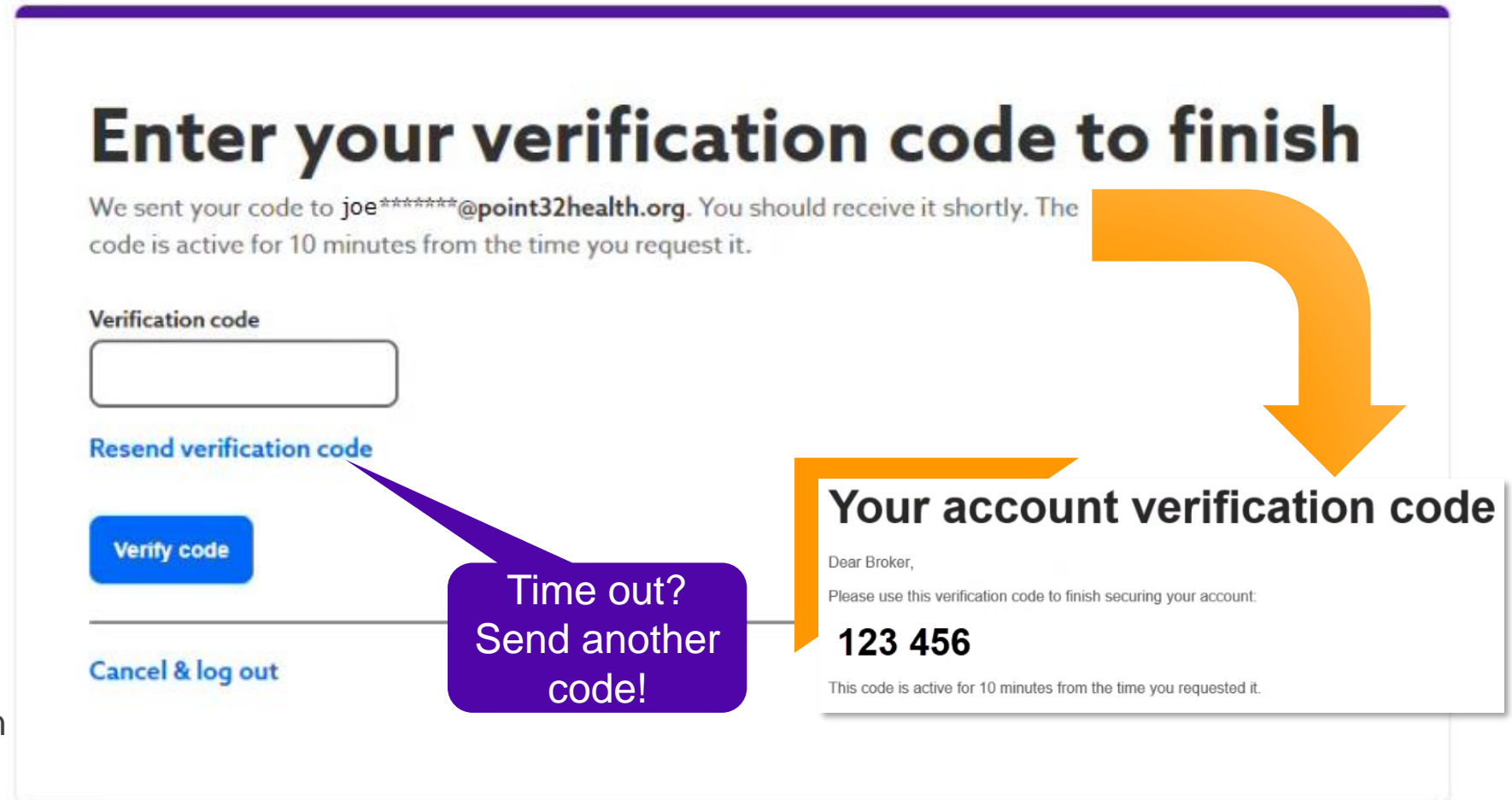
To change your address, contact us!

# Provide your verification code

1. Obtain the code from your email.
2. Type the code on the verification page.
3. Select **Verify code**.

The Broker Portal home page is displayed.

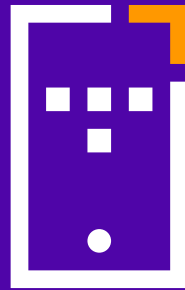
In the future, if you login from a new location or computer, you will be asked for a new verification code sent to your email.



The screenshot shows a web interface for account verification. At the top, it says "Enter your verification code to finish". Below this, a message states: "We sent your code to joe\*\*\*\*\*@point32health.org. You should receive it shortly. The code is active for 10 minutes from the time you request it." There is a text input field labeled "Verification code", a link "Resend verification code", a blue button "Verify code", and a link "Cancel & log out". A purple callout box points to the "Resend verification code" link with the text "Time out? Send another code!". To the right, a separate box titled "Your account verification code" contains the text: "Dear Broker, Please use this verification code to finish securing your account: 123 456 This code is active for 10 minutes from the time you requested it." A large orange arrow points from the top right of the main page towards the verification code box.



# Using an Authenticator App



**One-time setup**

# Choose authenticator app verification

1. Select **Authenticator app**.
2. Select **Continue**.

## Add extra security to protect your account

We're working to make your account and health information as secure as it can be. Adding **multifactor authentication** helps ensure that only you have access to your account. You **must** choose a method for account authentication before you can continue.

### Choose how you want to secure your account

Select one of the following options for extra account security.

**How would you like to secure your account?**

Email  
We'll send a verification code to your email address.

**Authenticator app**  
Use an authenticator app to generate a verification code.

**Continue**

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[Cancel & log out](#)


# Open your authenticator app

## On your mobile device:

Open an authenticator app such as Microsoft Authenticator.

### Scan the QR code to begin

Open the authenticator app on your phone. Add a new account and scan this QR code to continue. Select Continue once you've added your Point32Health account to your authenticator app.





If you're having trouble scanning this QR code, you can enter this information into your authenticator app:

**Account name:** Point32Health  
**Secret key:** mgygiwihyv3wiryd

### Don't have an authenticator app?

You can download an authenticator app from the app store on your mobile device. We recommend **Microsoft Authenticator**, but you can use any authenticator app you prefer.

Download Microsoft Authenticator today.


 

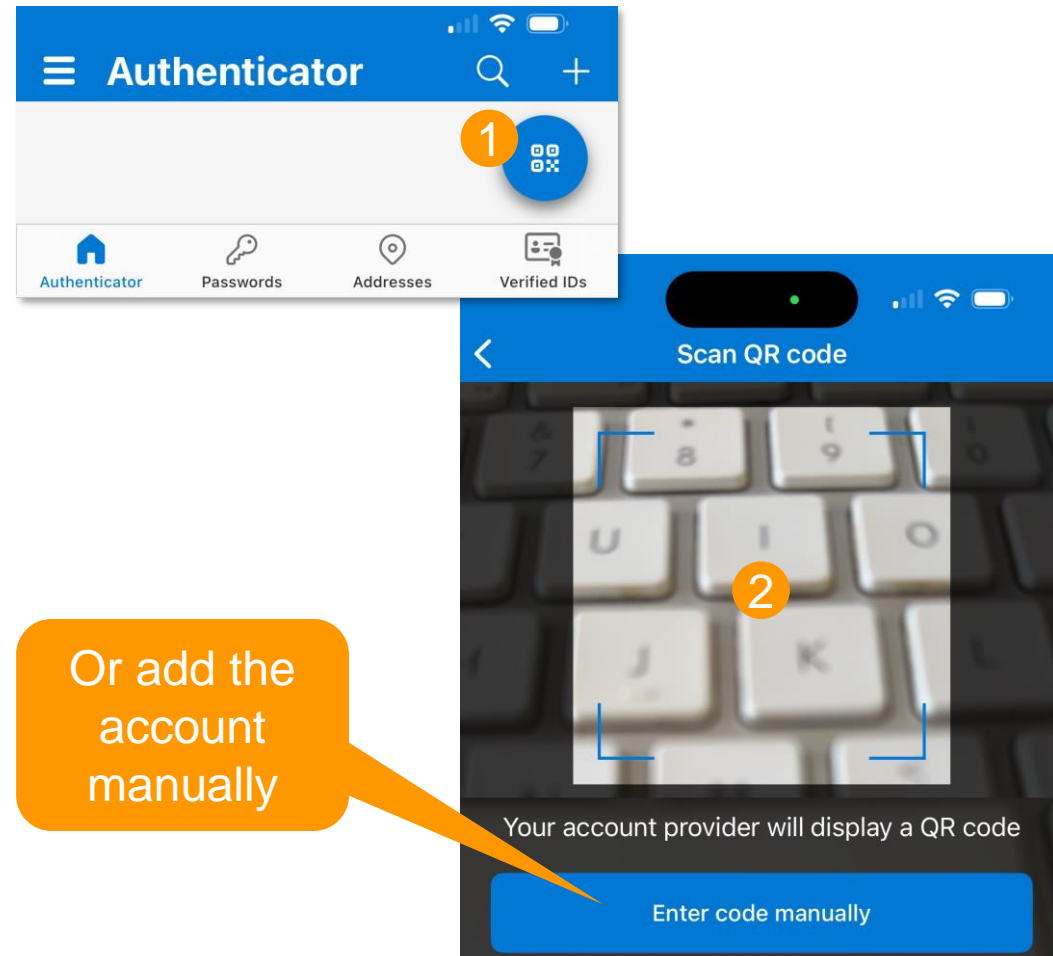
[Continue](#)

You must have an authenticator app installed



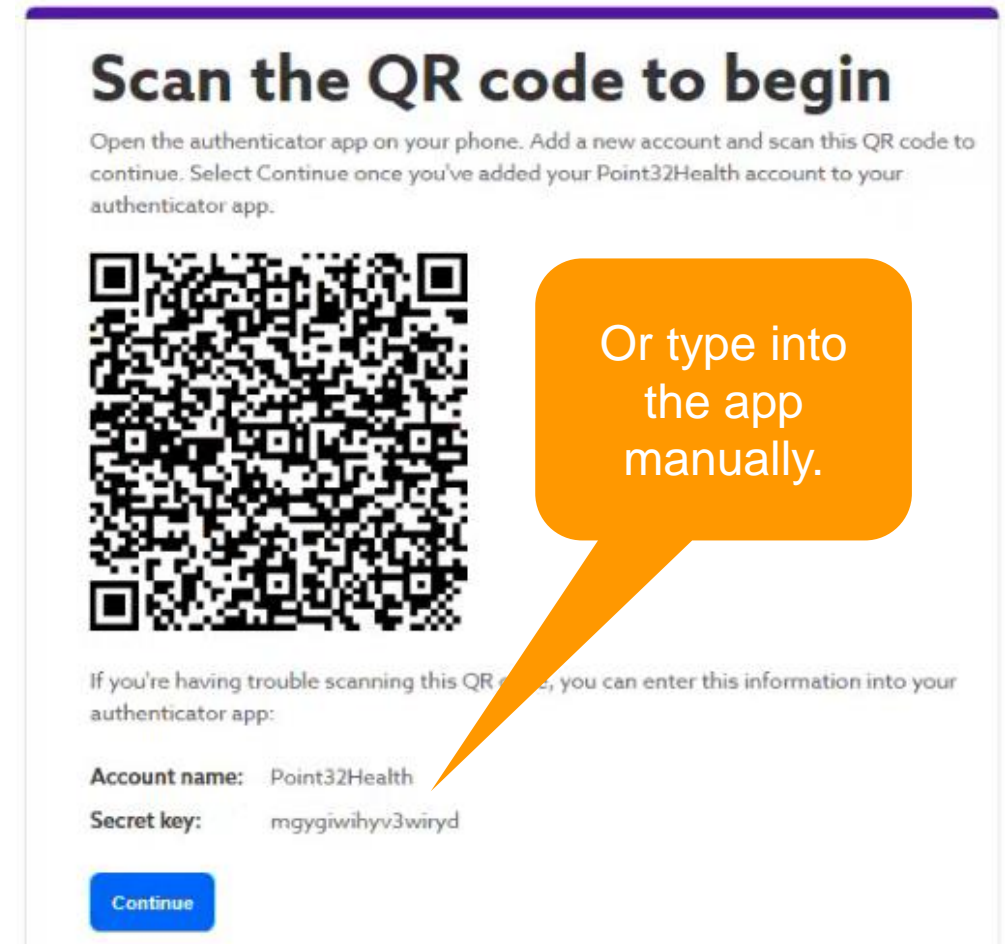
# Add an account for the Broker Portal to your app

1. Select  to add a new account.
2. The *Scan QR code* box is displayed.



# Add an account for the Broker Portal to your app

1. Using the app, scan the QR code.  
The account is added to the app.
2. Select **Continue** on the portal.

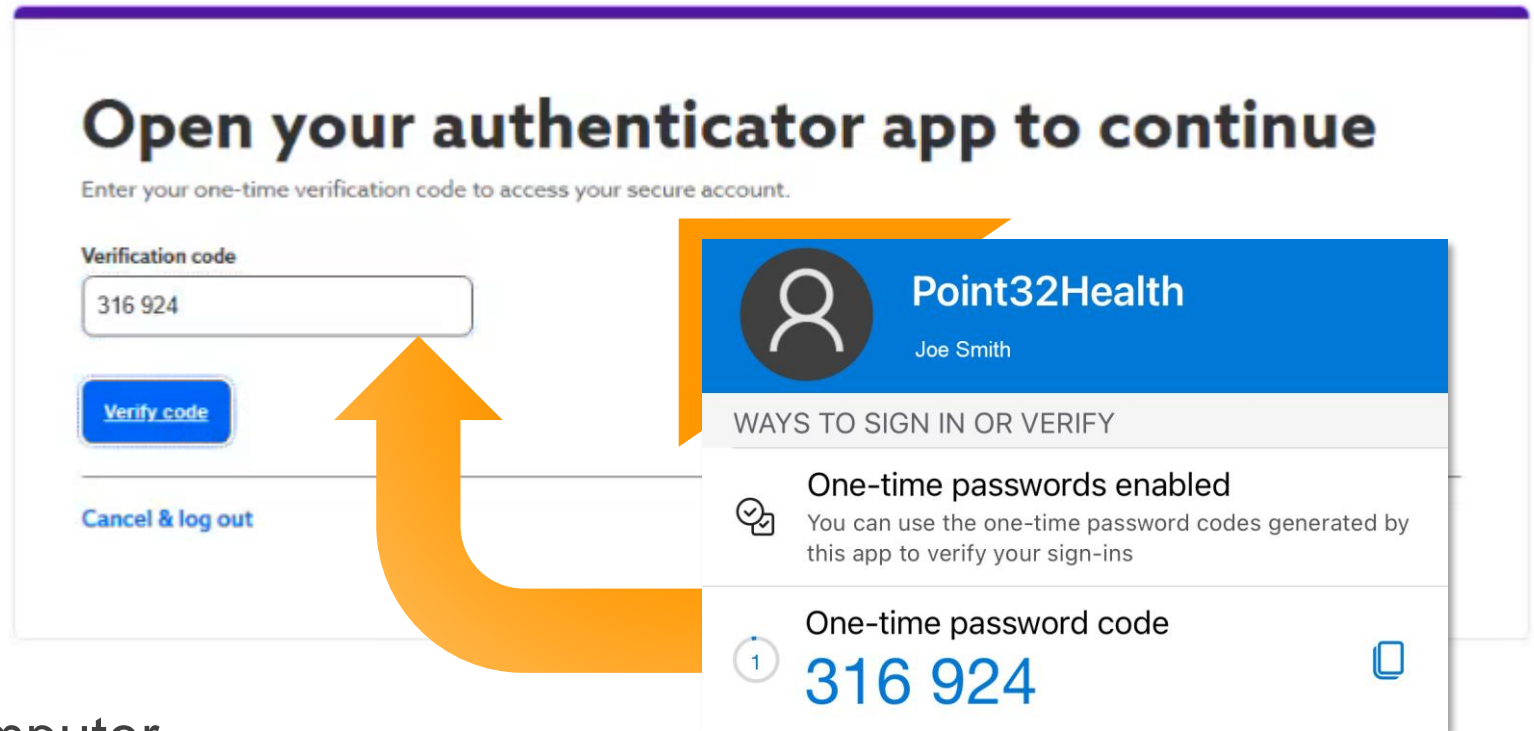


# Provide your verification code

1. Obtain the verification code from the app.
2. Type the verification code.
3. Select **Verify code**.

The Broker Portal home page is displayed.

In the future, if you login from a new location or computer, you will be asked for a new verification code. Use the authenticator app to obtain a code.





# Changing Authentication Method

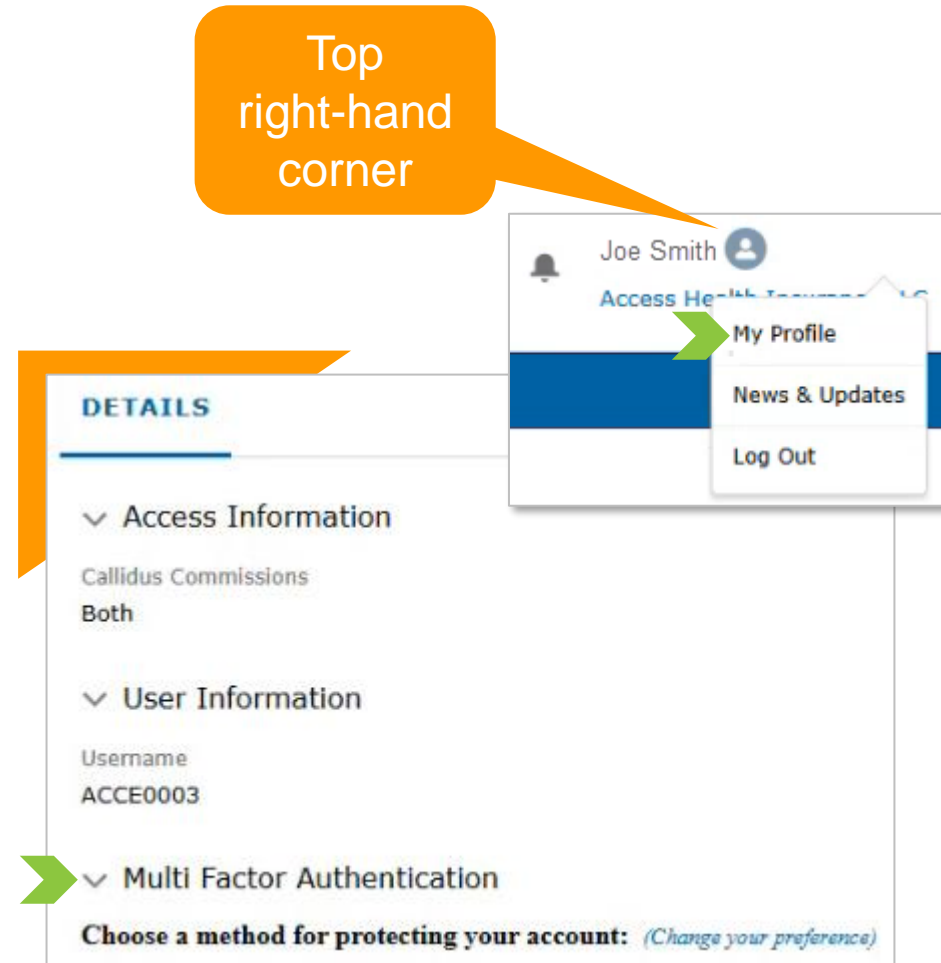


**Email or Authenticator App**

# Changing your authentication method

You can change authentication methods on the Broker portal.

1. Select your profile picture.
2. Select **My Profile**.
3. Select **Change your preference**.



# Set your preference

Change where to obtain authentication codes when you log in.

1. Select **Email** or **Authenticator app**.
2. Select **Continue**.
3. Complete the setup.

## Add extra security to protect your account

We're working to make your account and health information as secure as it can be. Adding [multifactor authentication](#) helps ensure that only you have access to your account. You **must** choose a method for account authentication before you can continue.

### Choose how you want to secure your account

Select one of the following options for extra account security.

How would you like to secure your account?

- Email**  
We'll send a verification code to your email address.
- Authenticator app**  
Use an authenticator app to generate a verification code.

[Continue](#)

[Cancel & log out](#)

# Close the window

When the update is complete, you can close the window and return to your account.



**Your multifactor  
authentication preference  
has been updated**

You can close this window to return to your account.





**Thank you**

**For additional information, please contact  
Commercial Broker Relations (800) 424-7285 or  
Medicare Broker Support (833) 984-2387.**