

MULTI FACTOR AUTHENTICATION (MFA)

F.A.Q.s

Organizations using Healthix Single Sign On are NOT required to go through MFA.

1

Why is Healthix requiring this new security process?

This security verification is a mandate from the New York State Department of Health (NYSDOH) and is designed to further ensure the safety of Personal Health Information (PHI). This process went into effect in 2016. Moving forward all users accessing the Healthix Portal must adhere to the new security verification process.

2

Do I need to have a smartphone to access the Healthix Portal?

Yes, the process requires the user to download a security verification App, *Mobile Authenticator es*, from either the Android or Apple Store. If you have a phone other than Android or iPhone (eg. windows) you will need to contact the Healthix Support Desk or your Account Manager at 877-695-4749.

3

What are the new steps for accessing the Healthix Portal?

The simple steps required for implementing this new process are outlined on the back of this hand-out. Additional FAQs and a video are also available online to assist you in moving forward with this new and improved security process.

4

Do I need wi-fi or cellular service to use this App?

Initially, to download the *Mobile Authenticator es* App you will need wi-fi or cellular service. Once downloaded, the App functions without needing wi-fi or mobile service. Once the App is synched, simply open the App and login using the one-time password that appears.

5

What if I already use “Mobile Authenticator es” App for another application?

If you use the *Mobile Authenticator es* App for another application you cannot use it to synch with Healthix. Please contact the Healthix Support Desk for an alternative solution.

6

Does this new security impact access to Clinical Event Notifications?

Yes, every time you access the Healthix Portal -- whether for Clinical Event Notifications (CENs), Patient Search, Direct Messaging, Hosted Registration and/or the Auditing tool -- you will be required to enter your username, password, and a one-time *Mobile Authenticator es* generated password.

For More Information
Visit: [Healthix.org/Verify](https://healthix.org/Verify)



Simple Set-Up:

1

Download *Mobile Authenticator es* App to mobile phone

The *Mobile Authenticator es* App is available through both the Apple and Android stores. Select the *Enterprise Version* and download it to your

2

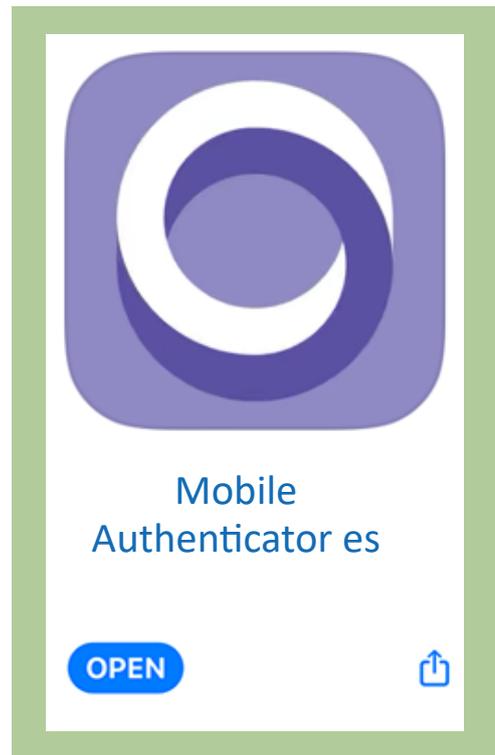
Login to Healthix Portal

Go to the Healthix login page on your desktop and enter your standard username and password. You will be brought to an instructional page to synch your *Mobile Authenticator es* App with Healthix.

3

Synch App to Healthix

You will only synch the App during the initial set-up. In your *Mobile Authenticator es* App select *QR Code* and point your phone at the QR code on the Healthix screen. A password will automatically be generated. Enter that number and hit submit button. You are now ready to go.



Healthix is committed to the highest levels of security and privacy.



Healthix is fueled by a deep understanding of cybersecurity, compliance and risk. With HIPAA, HITRUST, and the Statewide Health Information Network of New York (SHIN-NY) to follow, we are investing in the people, processes, and technology needed to meet and exceed these requirements.

Login to Portal:



Healthix Portal Secure Verification

From now on, when you login to the Healthix Portal, you will submit your standard username and password, followed by a one-time password provided by your *Mobile Authenticator es* App. This password is good for one user session and will expire in 60 seconds if not used.



For More Information Go To: Healthix.org/Verify

or Call: 877-695-4749

FAQs, a helpful video and links to download the *Mobile Authenticator es* App is available