

# Multi-Factor Authentication Required on Noridian Medicare Portal

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## March 21, 2017

Beginning April 1, 2017 the Noridian Medicare Portal (NMP) will require a multi-factor authentication (MFA) process for users each time you need to log into NMP. MFA adds a second layer of security to your NMP account. The MFA process issues a one-time passcode that will be delivered to you via email, voice phone call or text message (SMS). By adding this additional security feature, your NMP account will remain secure even if your password is obtained by someone else without your knowledge.

Due to the nature of the information obtained in NMP, the Centers of Medicare and Medicaid Services (CMS) has informed all Medicare Administrative Contractors (MACs) that this feature is mandatory. **Providers will be notified one week in advance of when they need to start using the MFA if you have not already enrolled.**

Users will be required to provide up to two additional methods, or factors, for authentication when accessing NMP. The first method is the email address that is currently on your NMP account. The additional delivery methods available are voice phone call and text message (SMS).

Noridian requires at least two methods to provide a backup delivery method if you are not able to use your primary or default method. After enrollment in MFA has been completed, each time you log into the portal, you will need to provide your Username, password and the one-time passcode received via email, voice phone call or text message.

Additional information and instructions are provided on the Noridian Medicare Portal page of your Jurisdictions Noridian website. Users may also contact **Noridian User Security** at the below phone numbers.

- ◇ **Jurisdiction A: 866-419-9458**
- ◇ **Jurisdiction D: 877-320-0390**
- ◇ **Jurisdiction E: 855-609-9960**
- ◇ **Jurisdiction F: 877-908-8431**