



Provider Bulletin & FAQ

A New Security Update is Coming Soon

To better protect provider and member information, we're adding an extra layer of security when you log in to the secure [Wellcare provider portal](#). We know logging in is part of your daily workflow, and this update is designed to add security while keeping the process simple and familiar.

What to expect

- Starting soon, you will be asked to use multi-factor authentication (MFA) when logging in to the provider portal.
- After entering your username and password, you'll confirm your login with a one-time code sent via SMS to your mobile phone.
- Once you're signed in, everything in the portal will work the same as it does today.

Why is this change being made

This enhancement:

- Provides an additional layer of protection for provider and member data.
- Advances a more secure, consistent provider portal experience.

What you need to know

- No action is needed today.
- **When this goes live:**
 - o Enter your username and password.
 - o Add your mobile phone number.
 - o Enter the verification code sent to your phone.
- **After your first login:**
 - o Enter your username and password.
 - o Enter the verification code sent to your phone.

Key details

- Your phone number will only be used to verify your login.
- It will not be stored in any provider or member database or be used for marketing, outreach or other communications.
- If you already use [Availity Essentials](#), you're likely familiar with this process and can continue to access services there if preferred.

Looking for more information? Additional details are available in the FAQ below.

Thank you for your partnership as we work to deliver a more secure and seamless portal experience.

Security Update for Provider Portals FAQ

We're introducing multi-factor authentication (MFA) for the provider portal to enhance security and help protect provider and member information. MFA adds a quick, familiar verification step when you log in, but will not change how you use the portal. Review the FAQs below to understand what's changing and what to expect.

1. What is changing?

- To enhance account security, providers will be asked to use multi-factor authentication (MFA) — also known as two-factor authentication — when logging in to the [Wellcare provider portal](#).

2. Why is this change being made?

- This update enhances security by adding an extra layer of protection for provider and member information. It also aligns with common security practices used across healthcare and other industries.

3. When will this go into effect?

- Rollout timing is being finalized, with a targeted go-live between late September and mid-October 2026.

4. What will I need to do?

- When this goes live:
 - **At your first login**, you'll enter your username and password, add a mobile phone number and enter the verification code sent via text message.
 - **For future logins**, you'll simply enter your username and password, then confirm your login with the code sent to your phone.

5. Will this change how I use the portal?

- No. This update only adds a step during login. Once signed in, your experience and workflows will remain the same.

6. Do I have to use this, or are there other options?

- Yes. MFA will be required to access the provider portal. The process includes a quick one-time verification code sent by text message (SMS) to help protect your account and meet state requirements.

7. Why am I being asked to use my phone?

- To meet state requirements, a phone-based verification step is needed to confirm your login.
- Your phone number is used only to send a one-time verification code to confirm your login. It will not be stored in any provider or member database or be used for marketing, outreach or other communications.

8. How does this relate to Availity?

- There is no change to how you access Availity.
- If you already use [Availity Essentials](#), this experience will feel familiar, as MFA is already in place there.

9. Are there additional updates coming?

- Yes. In the near future, we'll introduce a more streamlined, single login experience across secure portals for plans in our network.

10. Do I need to do anything now?

- No action is needed at this time.

If you have any questions, **please contact your Provider Representative** directly, or you may outreach to our **Provider Services Team** at 1-844-366-2880. You may also email Provider Relations directly at NVSS_ProviderRelations@SilverSummitHealthPlan.com

Internal Approved: 09082026