TO: NJ FamilyCare Managed Care Organizations – **For Action**
Division of Developmental Disabilities Fee-for-Service Home Health Programs **– For Action**
Medicaid/NJ FamilyCare Fee-for-Service Personal Care Assistant Services Providers - **For Action**
Medicaid/NJ FamilyCare Fee-for-Service Home Health Care Services (HHCS) Services– **For Action**

SUBJECT: Electronic Visit Verification Multi Factor Authentication

EFFECTIVE: July 1, 2022

PURPOSE: To inform Electronic Visit Verification (EVV) impacted providers about the requirement for Multi-Factor Authentication (MFA) when accessing HHAeXchange's provider portal

BACKGROUND: Multi-Factor Authentication is an additional layer of user security protection within the State's EVV vendor, HHAeXchange, which is required at the Payer level and at the Provider Office level.

ACTION: HHAeXchange deployed Multi-Factor Authentication (MFA) with the 22.02 system release. MFA is an additional user security method which is required at the Payer level and at the Provider Office level. Users must enter their Username and Password in addition to a unique and random system-generated code, obtained at a secure location (such as the verified mobile phone or email address on file).

MFA will be enabled for NJ users beginning in July 2022. The implementation will be deployed in phases through September 2022. HHAeXchange will communicate with providers when they are scheduled to implement MFA.

Please review the [HHAeXchange MFA Job Aide](#) which explains how to set up and maintain MFA at the user level once enabled.

If you have any questions, please reach out to njsupport@hhaexchange.com.

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