

MEDICAID INFORMATION BULLETIN

Medicaid Information: 1-800-662-9651

medicaid.utah.gov

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21-18 Multi-Factor Authentication and Change in Inactivity Setting for PRISM

Multi-factor Authentication (MFA)

What is MFA?

Utah Medicaid is adding an additional layer of security by implementing multi-factor authentication (MFA) for users logging into the PRISM application. MFA authenticates users by using multiple factors: something the user knows (password) and something the user possesses (a token or code sent to a different device). Utah Medicaid will handle this process through UtahID.

When is MFA required and what is needed at login?

Starting April 1, 2021, all Medicaid providers will be required to go through this multi-factor authentication process to access the PRISM application. At each login, providers will need to enter a unique code sent to the provider's email or to the provider's phone in a text message to complete the login process.

When is MFA registration available?

Early registration for MFA is available today. Providers who have not registered by April 1st, will be prompted at their PRISM login session to complete their MFA registration before they can log into PRISM.

Where can I find the training about MFA?

Please visit the link below for training on how to register for MFA.

[Multi-factor Authentication Registration Instructions](#)

Inactivity Setting

Utah Medicaid will also be modifying the inactivity setting in PRISM. The current setting allows for the user to be idle in the PRISM application for 20 minutes before requiring providers to login again. Starting April 1, 2021, the inactivity setting will change to 15 minutes.