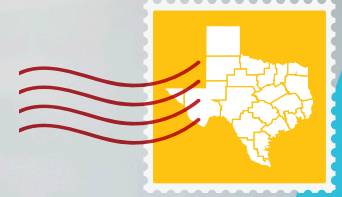


TRS-ActiveCare

BLUE ACCESS FOR EMPLOYERSSM



Multifactor Authentication Frequently Asked Questions

Blue Cross and Blue Shield of Texas (BCBSTX) will use multifactor authentication (MFA) for Blue Access for Employers (BAESM) to ensure the safety and privacy of your employees' membership data.

Q: What is MFA?

A: MFA is an extra layer of security to help ensure the safety and privacy of your data. When you log in to BAE with your username and password, you get a one-time passcode by email or text message. Once you enter the code, your log in is complete.

Q: Why do we require MFA to log in to BAE?

A: MFA is an extra layer of security to protect you, your employees and our organization.

Q: Is MFA required every time you log in?

A: Authentication may last up to 30 days. However, you may have to re-authenticate during the 30-day window:

- if you switch devices, such as from a laptop to a tablet
- if you switch internet browsers
- if you regularly clear your internet browser's history

Q: How do you confirm MFA?

A: You can choose how you want to authenticate. You will get a one-time passcode:

- at the email address in your user profile, or
- by text message to the mobile number in your user profile

For technical support, contact the BAE help desk:

1-888-706-0583

Monday – Friday: 7 a.m. – 10 p.m.

Saturday: 7 a.m. – 3:30 p.m.

The technical support team must verify the user calling before they can help.

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BlueCross BlueShield of Texas

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