Multifactor Authentication Frequently Asked Questions

Blue Cross and Blue Shield of Texas (BCBSTX) will use multifactor authentication (MFA) for Blue Access for Employers (BAE℠) 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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