



## Home and Community Based Services (HCBS)

### SMS and Voice Call MFA Options on PE Maintenance Portal Will be Discontinued



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On April 1st, 2025, SMS and Voice Call Multi Factor Authentication (MFA) Options on the Provider Enrollment (PE) Maintenance Portal will be discontinued. If you currently use the PE Maintenance Portal and utilize one or both of these MFA options, you need to select and enroll in an alternative MFA method.

You are required to set up ONE option, but it is recommended that you set up at least TWO options.

These options are available:

- OKTA Verify - use a push notification sent to mobile app
- Security Key or Biometric Authenticator
- Google Authenticator

For more information and additional help on each of these MFA options, please Refer to the IAM User Guide located here:

[https://www.emedny.org/portal/IAM\\_UserGuide.pdf](https://www.emedny.org/portal/IAM_UserGuide.pdf)

For questions about the PE Maintenance Portal, please contact the eMedNY Call Center: 1-800-343-9000.

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