

GAMMIS Multi-Factor Authentication (MFA) Navigation

Recommended Actions Prior to MFA Registration:

Georgia Medicaid will soon be implementing Multi-Factor Authentication (MFA) for all Provider, Agent, Billing Agent, and Trading Partner Web Portal user accounts. To make the transition to Multi-Factor Authentication on GAMMIS as smooth as possible, we recommend the following:

- For more information, review the "FAQ - Multi-Factor Authentication (MFA) for GAMMIS" document on the Web Portal under Provider Information >> FAQ for Providers: [GAMMIS FAQs for Providers](#).
- Select and setup an multi-factor authenticator app that uses Time-based One-time Passcode (TOTP) on your preferred device. The choice of authenticator application is yours. Things to consider when selecting an MFA application:
 - Do I currently use an Authenticator app and will it work with GAMMIS?
 - Who is providing the app? Is it a well-known, reputable company?
 - Is there a cost? Most authenticator apps offer the basic functionality for free, but you may have to pay for additional features. Be sure to read the documentation for the app carefully.
 - Test the application with this "Test QR Code":



The screenshot shows the Georgia Department of Community Health's MFA registration page. It includes instructions for using an authenticator app and a QR code. Red callouts highlight the 'Secret Code' (QDKG2IOY2BUMU54N) and the 'QR Code'. Below the QR code, there is a field for a '6-digit code' with a red callout saying 'Enter six-digit code' and a 'Submit' button.

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For security reasons, we require additional information to verify your account (notforreal@dc=gammis.com)

For an authenticator app on a phone or tablet, start your authenticator application and select "add account" (sometimes indicated with a + sign) and then select the option to scan a code using the camera. For a manual setup, enter your GA MMIS user id: notforreal@dc=gammis.com and copy and paste this secret code: QDKG2IOY2BUMU54N into your authenticator app.

Secret Code

QR Code

Enter the code generated by your authenticator app.

6-digit code Enter six-digit code

Submit

It will come across with the name notforreal@dc=gammis.com

The secret code for this example is: QDKG2IOY2BUMU54N

We recommend that you delete this account on your authenticator app once you've verified that it works.

- If you maintain multiple provider accounts, we **highly** recommended you create a Billing Agent user ID and delegate that account access to your provider IDs before the MFA rollout starts. Refer to the "Web Portal User Account Management Guide" found under Provider Information >> Web Portal Training ([Web Portal Training](#)) for detailed instructions on setting up and using Billing Agent accounts with the Super Agent role.
 - Each person who will be working on behalf of any of the providers should create a Billing Agent user ID, if they don't already have one.

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- Log in with each provider user ID you maintain. Delegate Super Agent permission to at least two of the office/organization administrators' Billing Agent user IDs.
- This will allow those Super Agents to delegate and remove permissions to the other users who work on behalf of those providers.
- Each person should have only one GA MMIS user ID. That way, each person only has to keep track of one MFA code.
- Once the Billing Agent users IDs have been created and the provider user IDs have delegated Super Agent access to at least two accounts. **The Super Agents can perform most needed tasks.** (If you perform this reorganization of your user IDs before the MFA rolls out, you won't even need to set up MFA for all of the provider user IDs.)

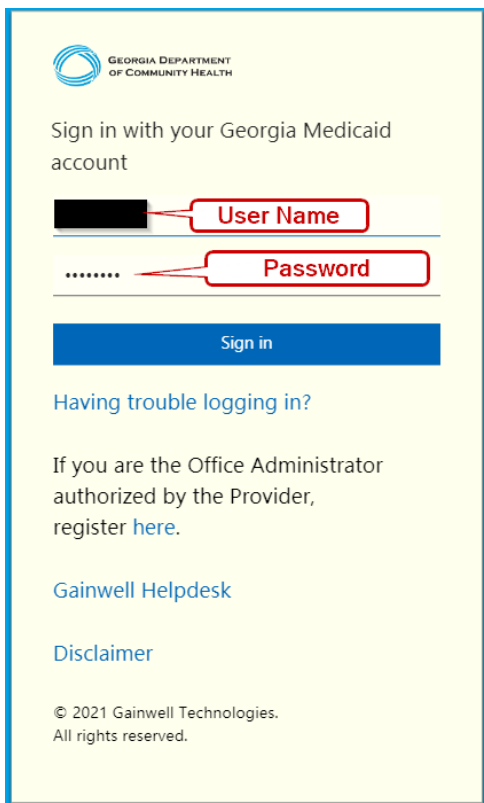
1.1 Initial setup of Multi-Factor Authentication (MFA) for existing Web Portal account users.

Step 1: Access the public Web Portal at: www.mmis.georgia.gov

Step 2: Click the 'Log In' button.



Step 3: Enter your Web Portal 'username' and 'password' and click 'Sign in'.

A screenshot of the Georgia Department of Community Health login page. The page has a yellow background and a blue border. At the top left is the Georgia Department of Community Health logo. The text 'Sign in with your Georgia Medicaid account' is centered. Below this are two input fields: the first is labeled 'User Name' with a red callout box, and the second is labeled 'Password' with a red callout box. Below the fields is a blue 'Sign in' button. Further down, there are links for 'Having trouble logging in?', 'If you are the Office Administrator authorized by the Provider, register here.', 'Gainwell Helpdesk', and 'Disclaimer'. At the bottom, the copyright notice '© 2021 Gainwell Technologies. All rights reserved.' is displayed.

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Step 4: The Georgia Medicaid MFA panel will appear. Open your MFA application and select 'Add Account' (sometimes indicated with a + sign).

NOTE: GA MMIS MFA will work with any authenticator app you choose that supports the time-based one-time passcode (TOTP) algorithm. That means it will work with popular authenticator apps like Google Authenticator, Microsoft Authenticator, Twilio Authy, Duo Mobile, and Okta Verify.

Step 5: Scan the QR code on the screen or enter the passcode displayed on the screen into the authenticator application.



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For security reasons, we require additional
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your authenticator application and select "add
account" (sometimes indicated with a + sign) and
then select the option to scan a code using the
camera. For a manual setup, enter your GA MMIS
user id: [redacted]
and copy and paste this secret code:
[redacted]
into your authenticator app.

Enter the code generated by your authenticator app.

6-digit code Enter six-digit code

Submit

Step 7: Enter the code generated by your authenticator app.

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Step 8: Click the Web Portal hyperlink to access the secure Web Portal.



Georgia Medicaid Home

Jane Doe, Welcome to Georgia Medicaid

Applications

Application	Description
MEUPS Account Management	Manages contact information, password, and authorizations for applications.
Web Portal	Web Portal

1.2 Accessing your Web Portal account for MFA Registered users

The following steps describe how registered users are able to log into the secure Web Portal.

Step 1: Access the public Web Portal at: www.mmis.georgia.gov.

Step 2: Click the Login button on the public Web Portal Home page.




User Information ?

Login/Manage Account Login

Step 3: Enter the Username and Password for the registered account you wish to act as and click 'Sign In'.

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here.' This is followed by links for 'Gainwell Helpdesk' and 'Disclaimer'. At the bottom, the copyright notice reads: '© 2021 Gainwell Technologies. All rights reserved.'" data-bbox="174 88 512 522"/>

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Sign in with your Georgia Medicaid
account

User Name

Password

Sign in

[Having trouble logging in?](#)

If you are the Office Administrator
authorized by the Provider,
register [here](#).

[Gainwell Helpdesk](#)

[Disclaimer](#)

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Step 4: Enter the MFA code generated by your MFA authenticator app and click 'Submit'.



The screenshot shows a yellow background with a blue border. At the top left is the Georgia Department of Community Health logo. The text reads: "For security reasons, we require additional information to verify your account". Below this is a blacked-out input field. The text continues: "Enter the code generated by your authenticator app." Below that is a "6-digit code" label next to an input field. A red callout bubble points to the input field with the text "Enter six-digit code". At the bottom is a blue "Submit" button.

Step 5: Click the Web Portal hyperlink to access the secure Web Portal.

Georgia Medicaid Home	
Jane Doe , Welcome to Georgia Medicaid	
Applications	
Application	Description
MFUPS Account Management	Manages contact information, password, and authorizations for applications.
Web Portal	Web Portal