



User Manual

Securing Your Account with Multi-Factor Authentication

To enhance the security of your account and protect sensitive information within the Claims Settlement/Premium Billing application, we are implementing multi-factor authentication (MFA).

MFA is required to access your account. It adds a layer of security, ensuring that only you can access your information.

How MFA Works Once Implemented

- **One-Time Setup:** When you log in, you will complete a quick, one-time setup to link your account to your mobile phone number or email address. This involves entering your phone number or email and then verifying it with a code sent via SMS or email.
- **Ongoing Logins:** After the initial setup, every time you log in, you'll enter your email and password and receive a security code via SMS or email. Enter this code to complete your login.

The setup is quick and ensures your account remains secure.

Troubleshooting Tips

If you encounter issues during login or setup, please refer to these common solutions:

- **Didn't receive an SMS or email verification code**
 - Please wait at least one minute.
 - **For SMS:** Check that your mobile phone has a stable network signal.
 - **For email:** Check if email is in the spam folder.
 - If still not received, click the "Send a new code" link on the verification screen.
- **My verification code is not working**
 - Codes expire quickly. Ensure you are entering the most recent code you received.
 - If it still fails, use the "Send a new code" link to get a fresh one.
- **I no longer have access to the phone number or email associated with my account.**
 - For your account's security, you cannot change your registered phone number or email by yourself. Please contact our support team for assistance.

Support

If you need further assistance, please reach out to our support teams.

- Claims Settlement Application – claims_portal_admin@bluekc.com
- Premium Billing Application
 - Group Representatives, contact your assigned Membership Account Manager or email Image_MS_Eligibility@BlueKC.com
 - Brokers, email pb_portal_admin@BlueKC.com