



Alaska Medical Assistance

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Remittance Advice (RA) Message

Title: Alaska Medicaid Health Enterprise Multi-Factor Authentication Starting 11/12/22

Issue Date: 11/4/2022

Run Length: 8 weeks

Provider Type(s): All

Message: Effective November 12, 2022, all users logging into the Alaska Health Enterprise and Alaska Medicaid Member portals will be prompted to authenticate their user IDs. After entering their password, multi-factor authentication (MFA) will require users to authenticate themselves with a one-time password (OTP). Users must select an option for the one-time password to be sent to the email or phone number registered to their account. If selecting the phone option, the one-time password is generated and sent to the user via SMS text message, therefore, landline phone numbers cannot be used for authentication. If users are presented with an email or phone number they do not recognize or need updated, providers should contact their organization administrator. Organization administrators and other users may contact Conduent State Healthcare at 907.644.6800 or 800.770.5650 for additional assistance.