

This update contains pertinent information about changes that will impact the Johns Hopkins HealthCare provider network

Additional Security Measures for HealthLINK Access

Effective Date: June 15, 2021

Health Plans Affected: HealthLINK users for Johns Hopkins Employer Health Programs (EHP), Priority Partners, and Johns Hopkins Advantage MD


Type of Change: Process

Explanation of Change:

Starting June 15, 2021, additional security measures will be implemented that require providers and members using HealthLINK to complete two-factor authentication before accessing the portals. This will apply to the portals for Johns Hopkins EHP, Priority Partners, and Johns Hopkins Advantage MD. Here is how to use the two-factor authentication:


Note: If you are unable to view the images in this communication, please visit the [communications repository](#).

1. When providers try to log into HealthLINK, after entering their user name and password, they will be brought to this page:

 To protect your account against unauthorized access, we need to verify your identity with a one-time security code.


How would you like to receive your security code?

Text message



Send an SMS text message to phone number

Email



Send an email to c*****o@jhbc.com

Remember this computer for 60 days?
Only use for private, secure machines.

If you don't have access to email or a messaging device, or you're having trouble authenticating your account, please call the help desk for assistance:

1-877-814-9909

The contact information above can be edited or updated in the Communication Preferences area of your user account.

- Providers will be prompted to receive a security code either through text, (if you have a cell phone number listed in your account) or by email.
- If you don't have any cell phone listed in your account, you can add it later by scrolling down to the "Communication Preference" section of the Administration tab. (*See the NOTE for instructions*).
- If you request the code through email, and it does not appear in your inbox, check the spam/junk folder.

2. Enter the security code on the next screen:

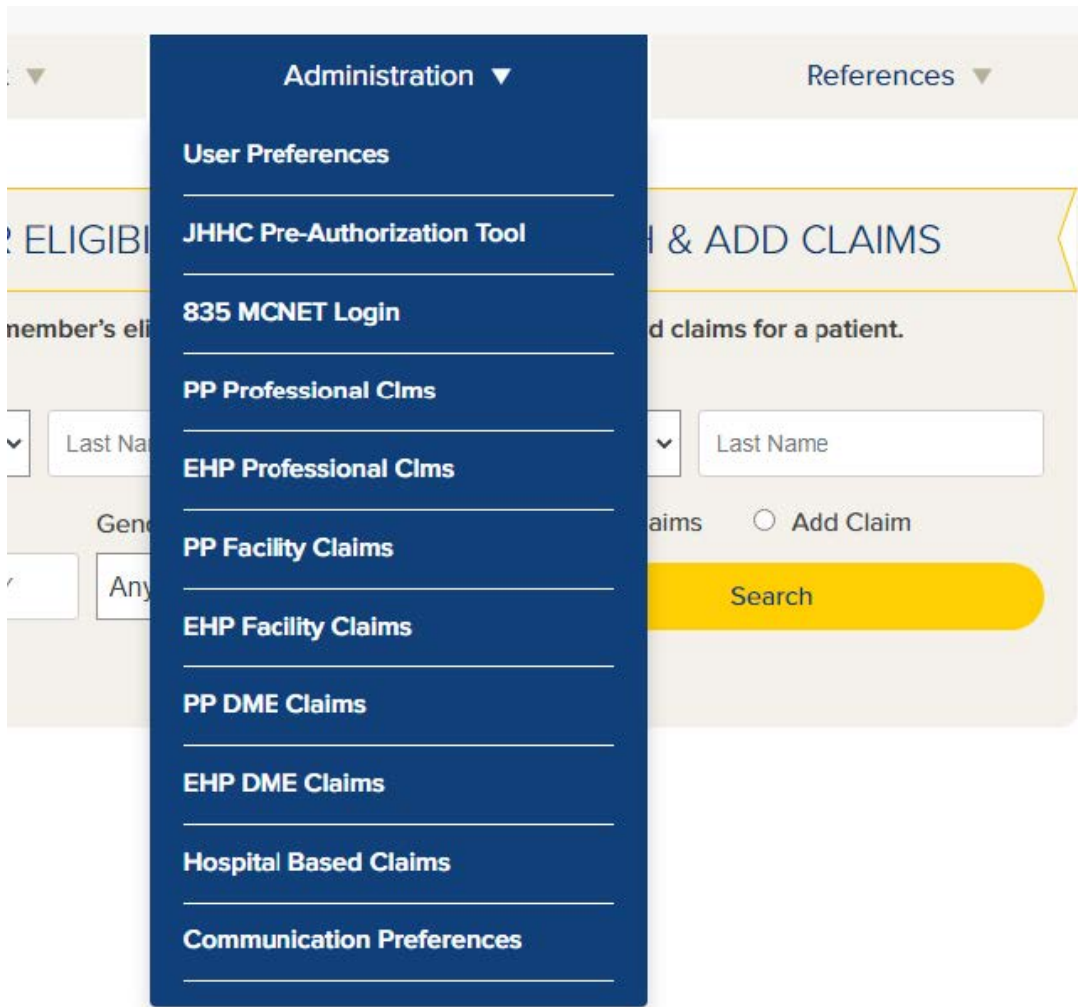
A code has been sent to you. Please check your device.

Enter the 6 digit code in the boxes below to access your account

Resend code or try another method

NOTE: Changing Communication Preferences

- After completing the two-factor authentication process using your email and successfully entering the HealthLINK portal, go to the Administration tab and scroll down to Communication Preferences.



- Go to "Edit Contact Details"

Communication Preferences

[Edit Contact Details](#)

Category List

Category	Email	Text	Secure Message
Password Change	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Provider Activity Summary	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

[Save](#)

- Enter text address and hit Save.

Communication Preferences

Email Address

 *

Text Address

Save

Cancel

Please contact the JHHC Provider Relations department at 1-888-895-4998 with any questions or concerns.