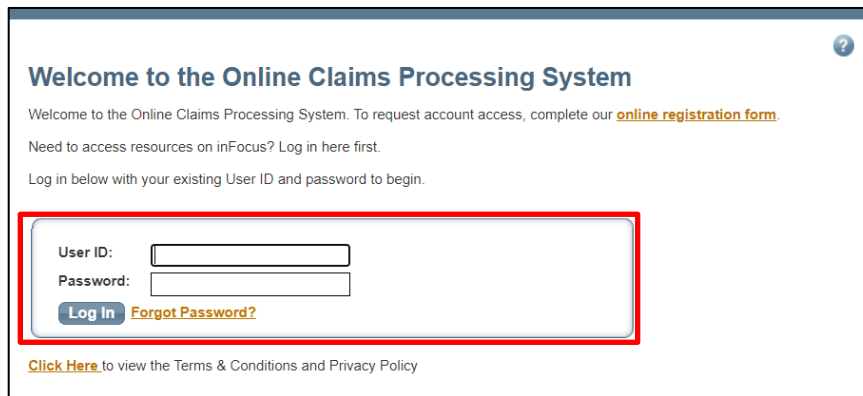


Multi-Factor Authentication Claims System Process

EyeMed believes in protecting provider and member data. As part of this commitment, we require multi-factor authentication (MFA) upon login to the online claims system.

How to sign-in using MFA

STEP 1: Login to the [online claims system](#).



Welcome to the Online Claims Processing System

Welcome to the Online Claims Processing System. To request account access, complete our [online registration form](#).

Need to access resources on inFocus? Log in here first.

Log in below with your existing User ID and password to begin.

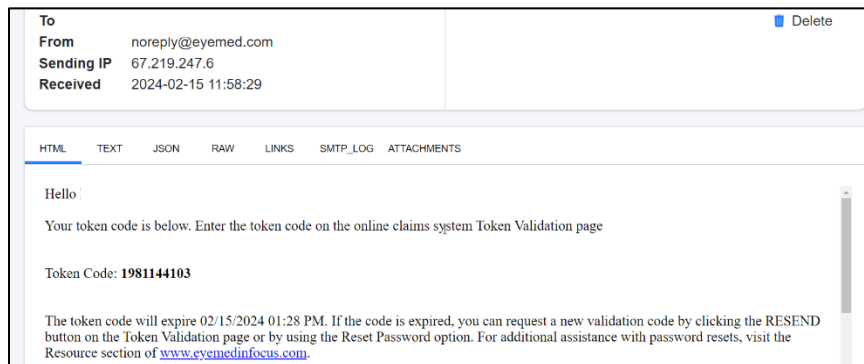
User ID:

Password:

[Log In](#) [Forgot Password?](#)

[Click Here](#) to view the Terms & Conditions and Privacy Policy

STEP 2: If you do not have a mobile number associated with your account, an email with your token code will be sent to the email address on file from noreply@eyemed.com. Be sure to check your spam if the email does not appear in your inbox and add the from email above to your contact list.



To: noreply@eyemed.com Delete

From: noreply@eyemed.com

Sending IP: 67.219.247.6

Received: 2024-02-15 11:58:29

HTML TEXT JSON RAW LINKS SMTP_LOG ATTACHMENTS

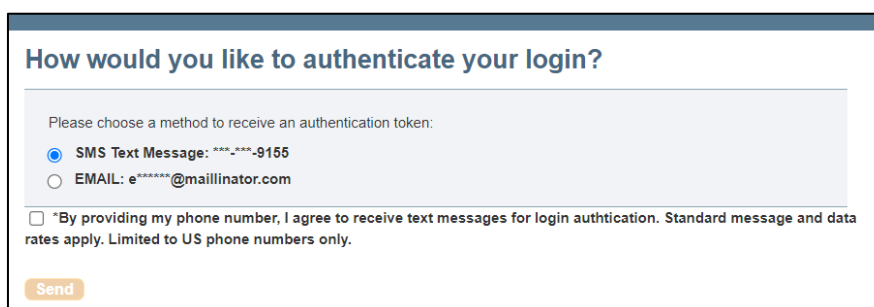
Hello:

Your token code is below. Enter the token code on the online claims system Token Validation page

Token Code: **1981144103**

The token code will expire 02/15/2024 01:28 PM. If the code is expired, you can request a new validation code by clicking the RESEND button on the Token Validation page or by using the Reset Password option. For additional assistance with password resets, visit the Resource section of www.eyemedinfocus.com.

If you have both a mobile number and email associated with your account, a new page will appear where you can select whether to receive your token code via text or email as shown below.



How would you like to authenticate your login?

Please choose a method to receive an authentication token:

SMS Text Message: ***-***-9155

EMAIL: e*****@maillinator.com

*By providing my phone number, I agree to receive text messages for login authentication. Standard message and data rates apply. Limited to US phone numbers only.

[Send](#)

STEP 3: After receiving your token code via text or email, you will be directed to the token validation screen. Here, you will enter the token code you received and select "Submit." Once you've entered your token code, you will be directed the online claims system homepage.

Token Validation ?

If you do not have a mobile device number associated to your account, the token code was sent to your email address on file. Enter the token code below.

If the token code is expired, you can request a new token code by clicking the RESEND button on the Token Validation page or by using the Reset Password option. For additional assistance with password resets, visit the Resource section of www.eyemedinfoocus.com.

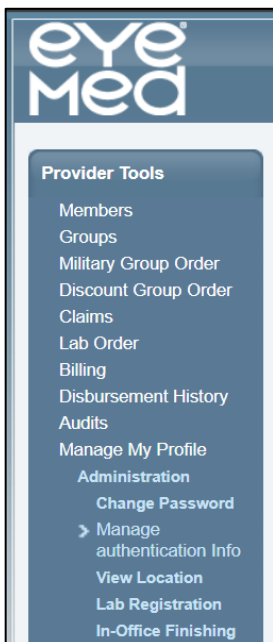
Token Code:

[Submit](#) [Cancel](#) [Resend](#)

How to update your MFA information

If you need to manage or update the mobile number or email on file associated with receiving your authentication code, you can do so within the online claims system at any time.

STEP 1: After logging into the [online claims system](#), select "Manage My Profile" from the left-hand side navigation and then navigate to "Manage authentication Info."



STEP 2: Update or change either the email or mobile number you would like to have your authentication code sent to, then hit "Submit."

Manage authentication information

The email address and/or mobile device number listed below will be used to deliver a token code to authenticate your account when you reset your password or login.

Userid: EMJOSH

Email:

Mobile Device Number: - - [clear](#)

To opt out of SMS text authentication, please remove mobile device phone number by selecting 'clear' and submit. Once you have removed the phone number, you will only receive email authentication to the email address above.

[Submit](#)

Note – All users are required to have their own unique user ID, password and email associated with their account for MFA security purposes and to protect patient data. If you need to set-up additional user accounts, your online claims system Admin can do so by following our [step-by-step guide](#).