Two-Step Authentication
Frequently Asked Questions

What is two-step authentication?

Two-step authentication is a security process that provides additional protection when you sign in to your digital account. You will be asked to set up two-step authentication once. Afterward, you will be asked to complete two-step authentication when you sign in for the first time and periodically after that to verify your identity.

Is two-step authentication required?

Yes. Security and protection are extremely important to all of us, and two-step authentication adds a layer of security that can keep your protected health information (PHI) secure.

How does two-step authentication work?

You will sign in as you normally do, then select how you would like to be contacted to complete the two-step authentication process (by phone or text message).

If you select text message, you will receive a message containing a security code.* Once you receive the text message, you should enter it on the mobile app or webpage. Afterward, you will be able to access your digital account.

If you select phone, you should answer the incoming phone call and listen to the prompts. You must follow the prompts to access your digital account.

Does the two-step authentication text message code expire?

Yes. You have only 3 minutes to enter your security code. If your code expires, you must tap or click the **Send a new code** link.

What if I didn't receive a text message containing my security code?

If you didn't receive a text message, tap or click the **Send a new code** link. You can also try to complete the two-step authentication process by phone.

If you have problems using both methods, please call Customer Service at 1-844-201-4672 (TTY: 711) Monday through Friday from 8 a.m. to 6 p.m. CST and Saturday from 8 a.m. to 2 p.m. CST.

Chorus Community Health Plans doesn't charge for text messages. However, data, voice, and message rates from your carrier may apply.

What if I didn't receive a phone call with my security code?

If you didn't receive a phone call, missed the phone call, or accidentally rejected the call, you can tap or click the **Call Me** button. If you still don't receive a call after clicking the link, select text message as the two-step authentication method. You can also call Customer Service at 1-844-201-4672 (TTY: 711) Monday through Friday from 8 a.m. to 6 p.m. CST and Saturday from 8 a.m. to 2 p.m. CST.

What if my phone number changes?

If you no longer have access to the phone number listed as your two-step authentication contact number, you must reset your phone number by calling Customer Service at   1-844-201-4672 (TTY: 711) Monday through Friday from 8 a.m. to 6 p.m. CST and Saturday from 8 a.m. to 2 p.m. CST.

How will my phone number be used?

Your phone number will be used only for the two-step authentication process. By providing your phone number, you are not consenting to receive text messages from Chorus Community Health Plans. Please note that providing your phone number here will not update this information on your member account if your number has changed. Additional information about our terms and conditions is available at https://chorushealthplans.org/terms-and-conditions.

What should I do if I have trouble with the two-step authentication process?

If you are not able to complete the two-step authentication process, please call Customer Service at 1-844-201-4672 (TTY: 711) Monday through Friday from 8 a.m. to 6 p.m. CST and Saturday from 8 a.m. to 2 p.m. CST.

What if I receive a security code I did not request?

If you received a security code via text or a phone call and you didn't request it, there is a possibility that there has been an attempt to compromise your account. In this case, we recommend accessing your digital account and resetting your password.