

eMedicaid Multi-factor Authentication (MFA)

On or about February 7, 2024, you will need to use email multi-factor authentication to log in to your eMedicaid online account. You will need to enter a one-time passcode to access your account. Each time you log in, you will receive a temporary code by email. If your email address in your user profile is not up to date, you will not be able to access your account.

The Maryland Department of Health (MDH) is implementing multi-factor authentication (MFA) for eMedicaid in continued efforts to strengthen online security and protect information. Multi-factor authentication is the most common method of authentication used by sites and apps to prevent unauthorized users from accessing your account.

MDH will begin phase two, SMS (Short Message Service) Authentication later this year. MDH will send instructions on how to access your eMedicaid account using **SMS** for multi-factor authentication **one week prior** to phase two implementation.

How do I use my email for authentication to access my eMedicaid account?

1. Go to the [eMedicaid portal](#) to sign in. Enter your user ID and password.



2. Check your email for a message from access@mymdthink.maryland.gov. You will receive the following message:

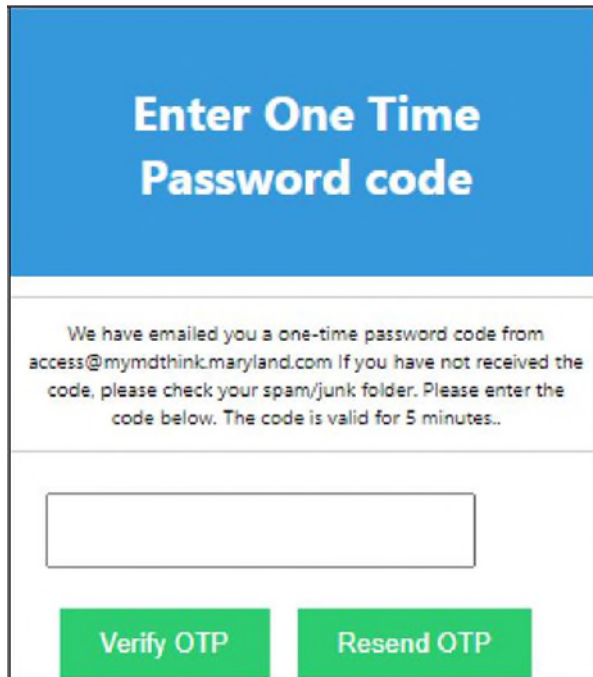
From: access@mymdthink.maryland.gov

Subject: eMedicaid Passcode

Our records indicate that you are attempting to access your Maryland Department of Health eMedicaid account. Please enter the following passcode to login. This passcode is valid for 5 minutes. Passcode: 123456

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3. Return to the eMedicaid portal home screen and enter the passcode number found in the email. Then click the Verify OTP (one time password) button or, if needed, click the Resend OTP button.



Enter One Time Password code

We have emailed you a one-time password code from access@mymdthink.maryland.com. If you have not received the code, please check your spam/junk folder. Please enter the code below. The code is valid for 5 minutes..

Verify OTP **Resend OTP**

4. After selecting and clicking the Verify OTP button, you are logged in to eMedicaid.
5. If your password code expires, you may click the Resend OTP button to request a new code.

Who should I contact if I have a question or problem?

Contact your local administrator if you are unable to access your account, need help to update your email address or to reset your password.

Review your user profile now to avoid disruptions to your eMedicaid access.

If you have not already done so, you should log into your account to verify that your email address and phone number are correct in your user profile. If your email address or phone number is incorrect, update it right away. If your email address is not up to date, you will not be able to access your Medicaid account when MDH turns on email authentication.

To participate in SMS authentication, the phone number in your user profile must be able to receive SMS messages - message and data rates may apply.