Hello,

We would like to inform you of an upcoming change regarding accessing the clearinghouse. This change will affect how users' login and access TriZetto's client website from PracticeSuite.

Please find the information below regarding this change.

Trizetto Multi-Factor Authentication (MFA) Rollout

TriZetto Provider Solutions, a Cognizant Company, is committed to maintaining the highest level of system security. To help prevent unauthorized account access and protect client data, Trizetto will launch Multi-Factor Authentication (MFA). MFA will be enabled across TriZetto's client website soon.

MFA helps safeguard your data from potential cyber-attacks by requiring two or more forms of authentication (username and password AND email or text verification).

What Are the Benefits?
Enhanced protection against potential cyber-attacks.

How Will This Affect Your Organization?

When accessing TriZetto's client website users will be required to enter their own username and password AND receive an email with a one-time verification code to authenticate.

How to prepare for MFA

- It is critical for **all** users that wish to access TriZetto's client website to have an **individual** User ID and password.
- All user IDs must have **unique** and **valid** email addresses attached to their User ID.

Action Item

- Please contact us so we can assist with your TriZetto user access. You may reach us at PracticeSuite EDI enrollment team at enrollments@practicesuite.com or call 813-607-2800. When contacting us please provide your PracticeSuite account number, your name, and email.
- You will also need to provide us with any additional users for your account that will need access TriZetto's website.