# Sentara Health Plans Claim Reconsideration Portal

- How to Install and Set Up the Authy App
- How to Create a Portal Account and Enroll it in 2FA

## Introduction

Sentara Health Plans requires two-factor authentication (2FA) to login and use the Claim Reconsideration Portal which is at the following URL:
https://www.payertransactions.com/csp/payertrn/login.csp

The Authy app on your smartphone provides 6-digit token codes unique to your account that are used in conjunction with your regular password for an extra layer of security.

**Please Note:** You have 1 week to complete 2FA enrollment starting the day you create/request your account. If you miss that window, please contact Provider Support to re-enable 2FA enrollment for your account at 800-881-2166, 8am to 6pm, M-F.

**Account Validation:** After installing the Authy app, to create a portal account, you'll need to validate your identity with claim information as shown in the Create a Portal Account section. For legacy Optima plans, this needs to be from a claim you've submitted for either:
1) Medicare Service Dates 5/1/2023 and greater, or
2) Medicaid Service Dates 1/1/2024 and greater.

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# Install the Authy App

Install the Authy app on your Apple or Android smartphone.

## On iPhone

Find Authy in the App Store and install it on your iPhone.

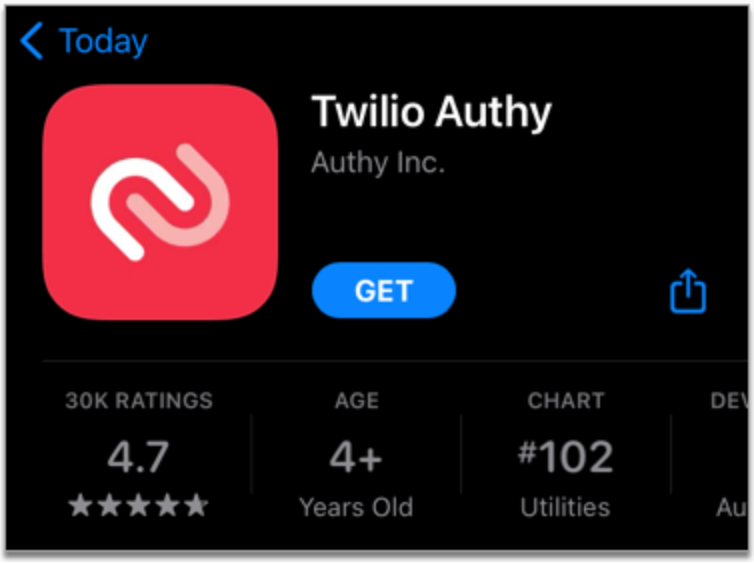
### Step 1: Open the App Store

Tap the App Store icon to open it on your iPhone.




### Step 2: Search for Authy

Search for the Authy app in the App Store, where it appears under the name “Twilio Authy.”




### Step 3: Install Authy

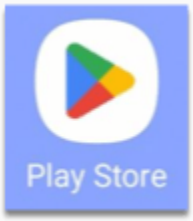
Tap the “Get” button to install the Authy app. Follow the prompts on your screen to confirm and complete the purchase. The Authy app is free of charge.

## On Android

Find Authy in the Google Play store and install it on your Android phone.

### Step 1: Open the Google Play Store

Tap the Google Play Store icon to open it on your phone.




### Step 2: Search for Authy

Search for the Authy app in the Google Play Store, where it appears under the name “Twilio Authy Authenticator”.




### Step 3: Install Authy

Tap the “Install” button to install the Authy app. Follow the prompts on your screen to confirm and complete the purchase. The Authy app is free of charge.

# Register Your Device

After downloading the Authy app, register your device and create an account.

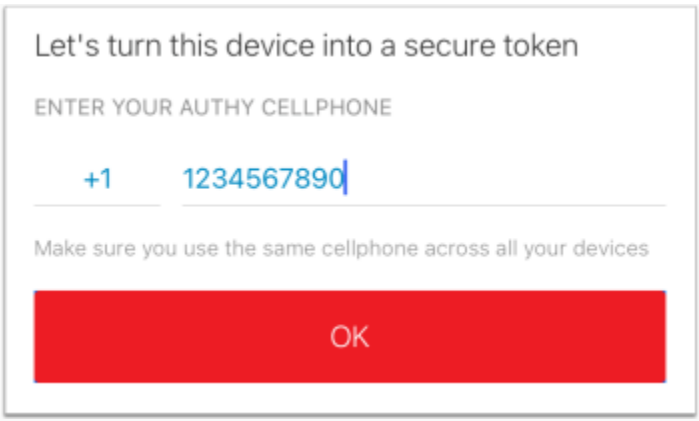
### Step 1: Open the Authy App

Open the Authy app on your smartphone.



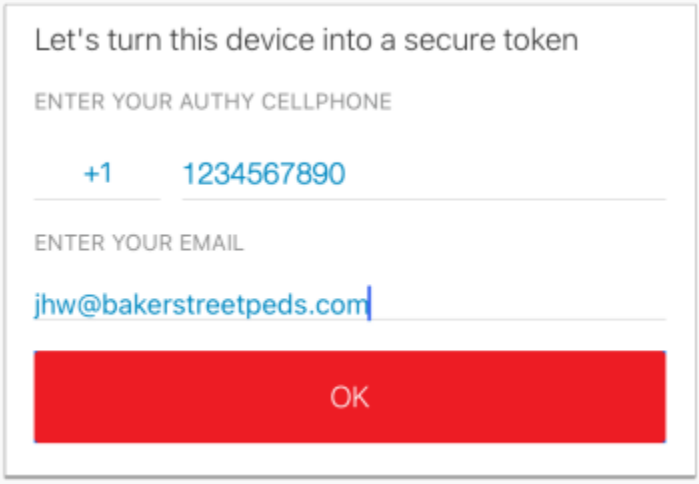

### Step 2: Register Your Phone Number

Type in your phone number to begin the registration process.




## Step 3: Register Your Email Address

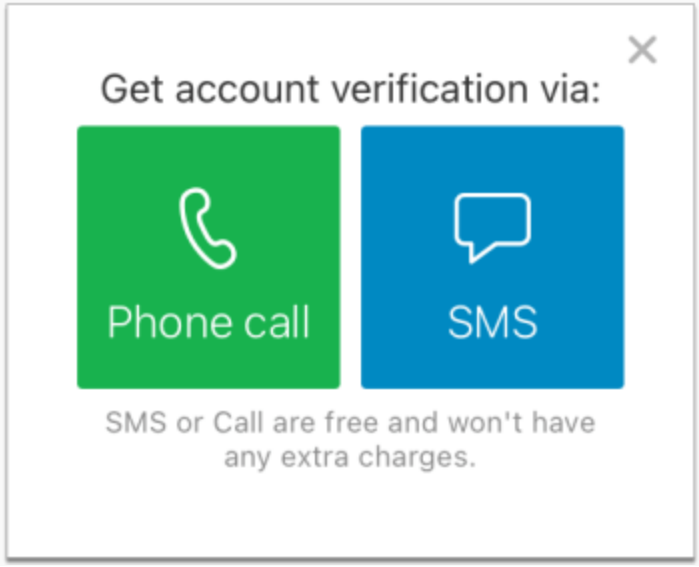
After you type in your phone number, an email field appears.




Type in your email address then tap the “OK” button.

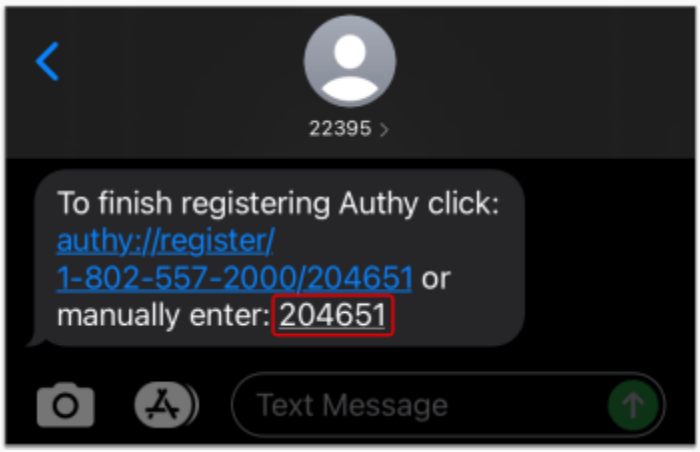
## Step 4: Choose a Verification Method

Choose a method to verify your phone number. You can verify by text (SMS) or phone call.



## Step 5: Get Your Registration Code

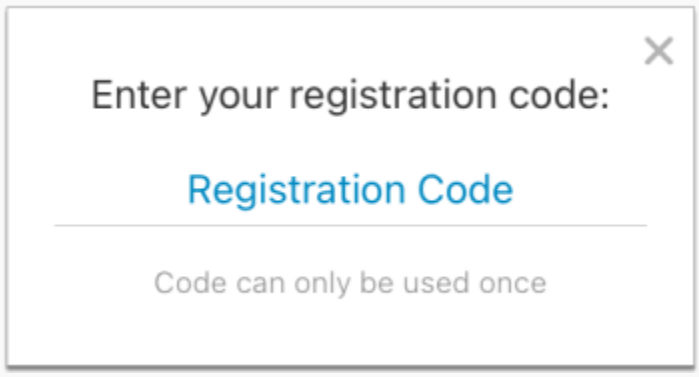
Answer the call from Authy or open your text messages to retrieve your registration code.



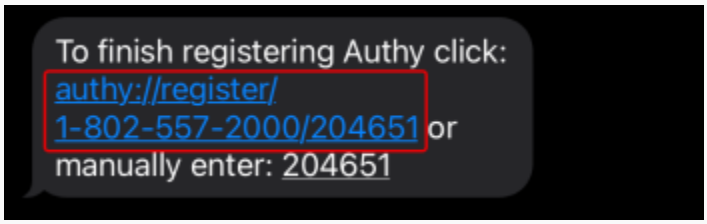

Receipt of the registration code is how Authy verifies that your phone number was entered accurately.

## Step 6: Enter Your Registration Code

Type your registration code into the Authy app.



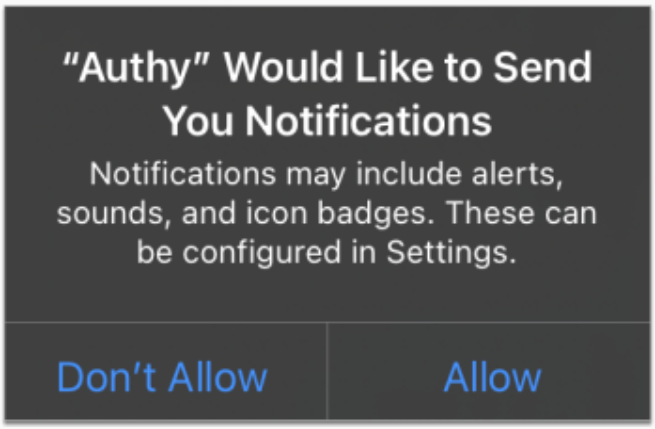

Alternatively, if you received your code by text, you can tap the registration link in the text message instead of typing your code into the app.




Authy automatically finishes creating your account after you enter the code.

## Step 7: Allow Authy Notifications

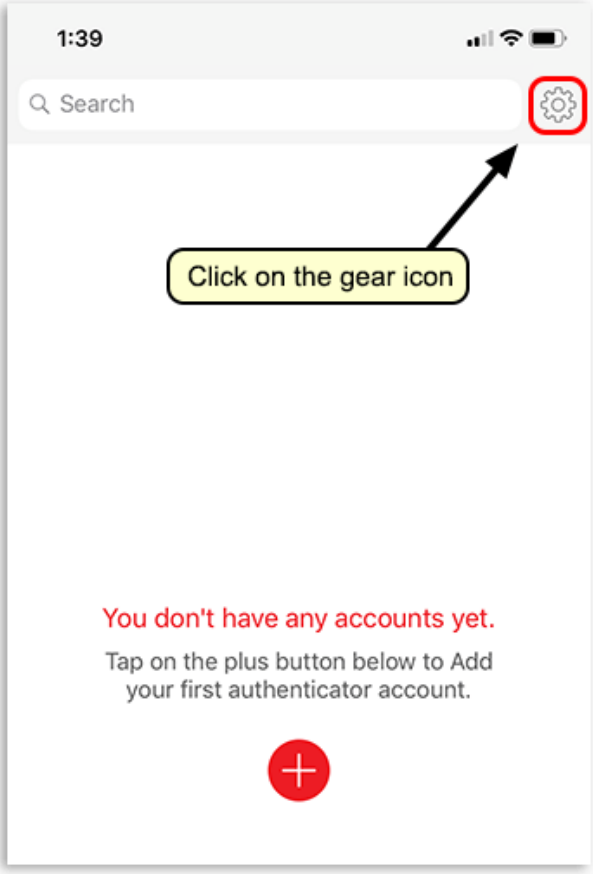
If prompted, you do **not** need to allow the Authy app to send you notifications since this portal does not do push notifications at this time.



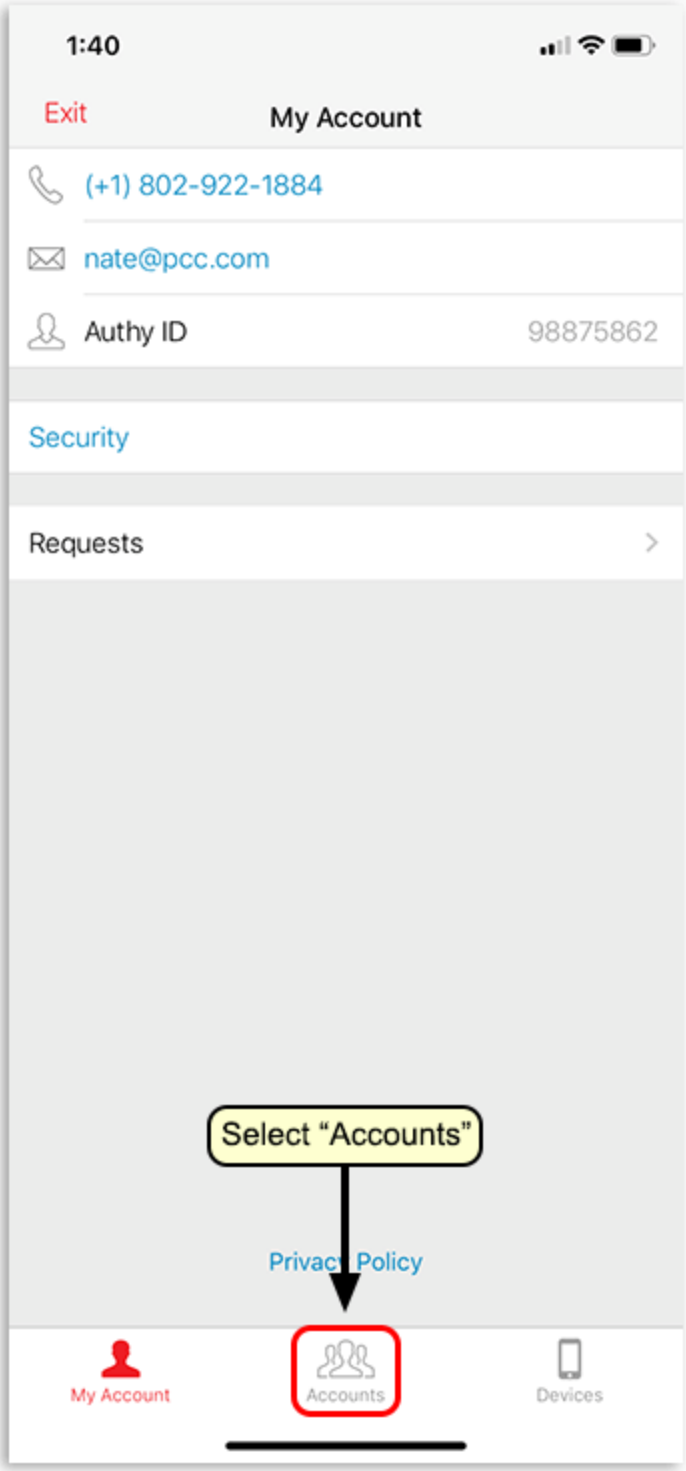

## Step 8: Enable Backups and Create a Backup Password

Enable backups in Authy in case you need to be able to access your account from a different device. Backups are most commonly used to regain account access after switching phones.

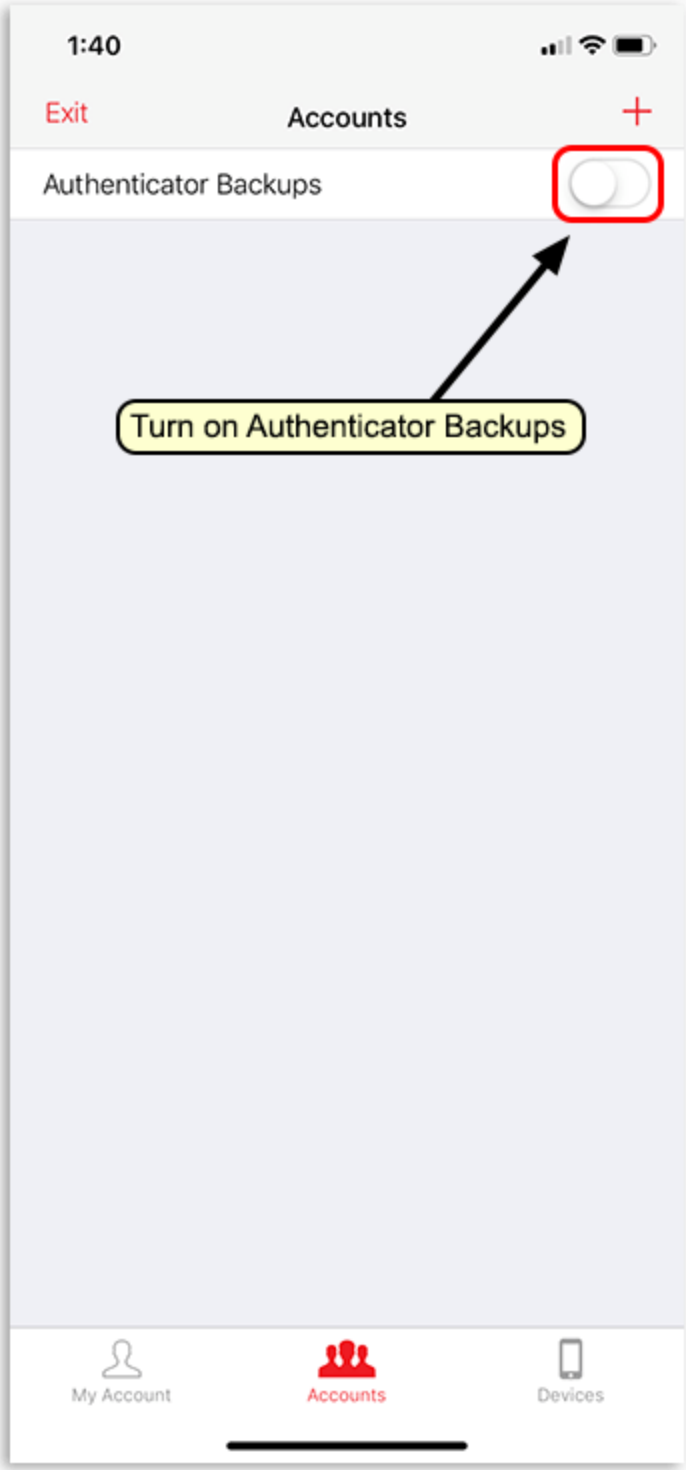
Click on the gear icon:



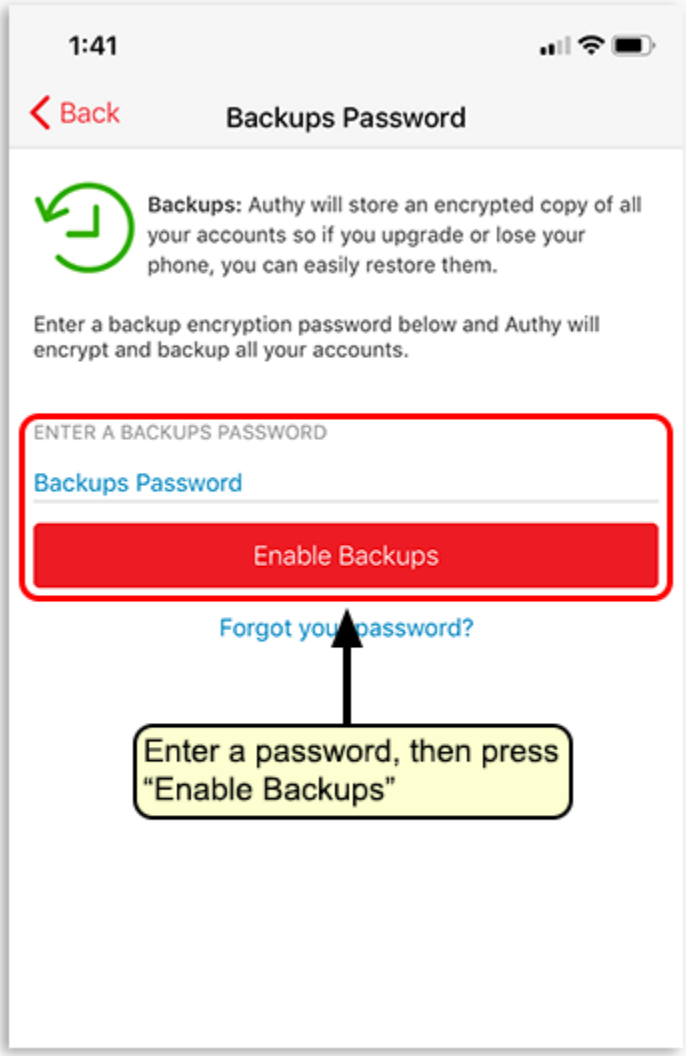
Then tap “Accounts” to go to your settings.



Turn on “Authenticator Backups”.

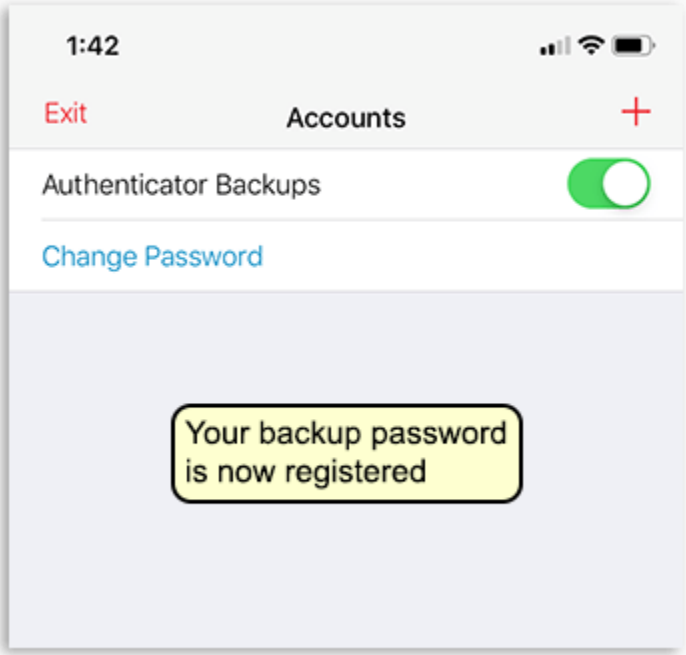


Create a password, tap “Enable Backups”, then confirm your new backup password by typing it again.





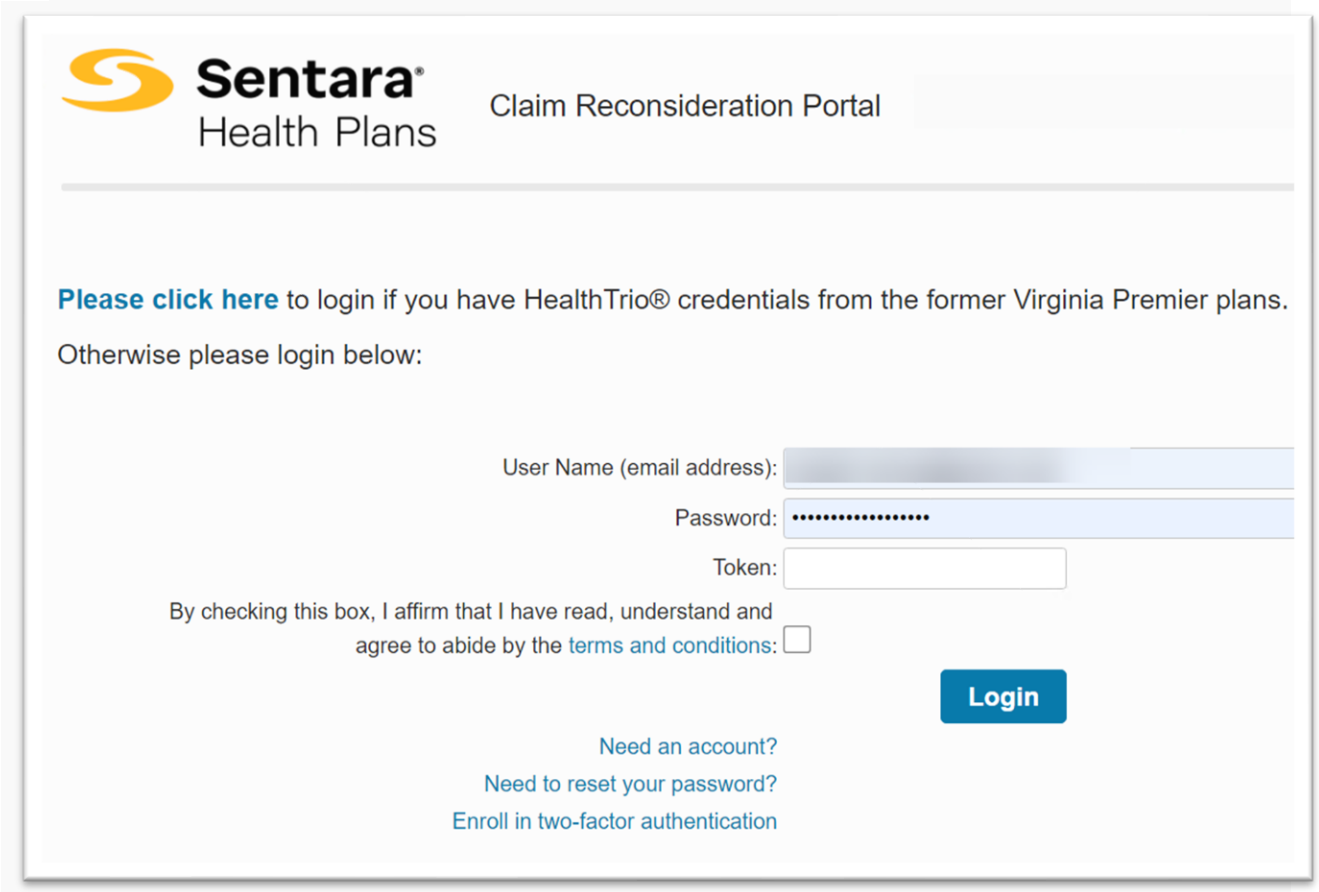

Remember your backup password in case you need to use it to access your Authy account on a new device. You can return to this screen to change your backup password at any time.



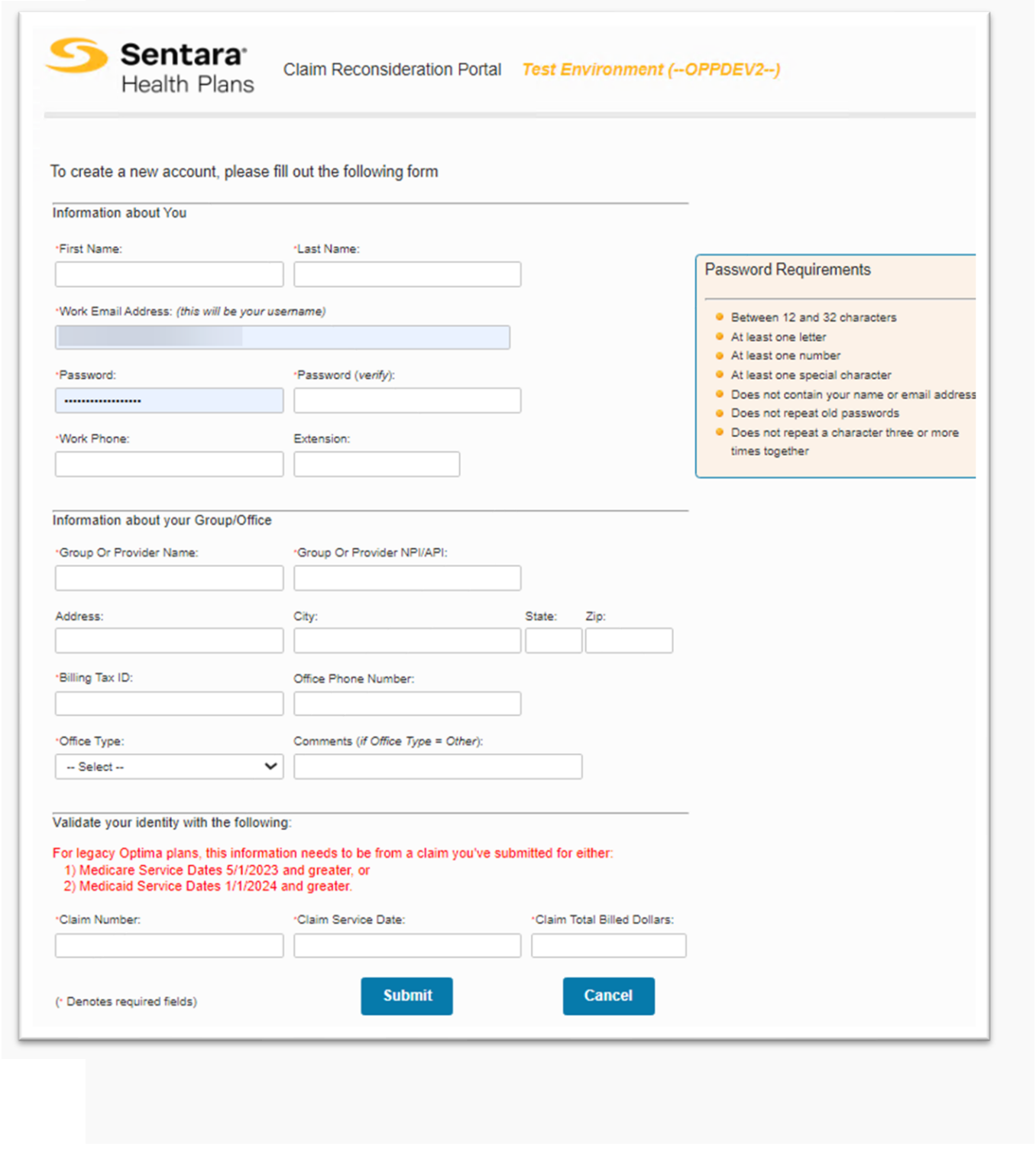
# Create a Portal Account

## A.)Prior to adding an account for this portal to your Authy app, you must have already created an account in the Claim Reconsideration Portal:

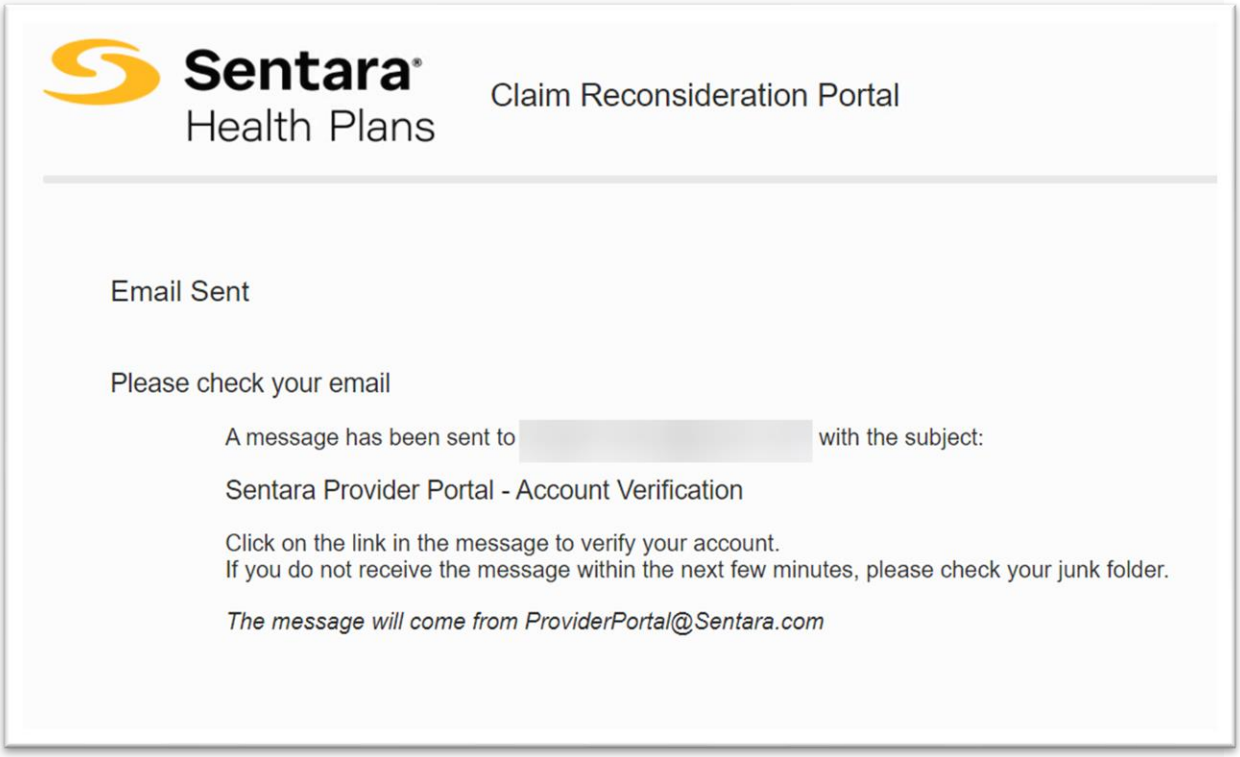
1. Click the *Need an account* link on the login page:
   - https://www.payertransactions.com/csp/payertrn/login.csp



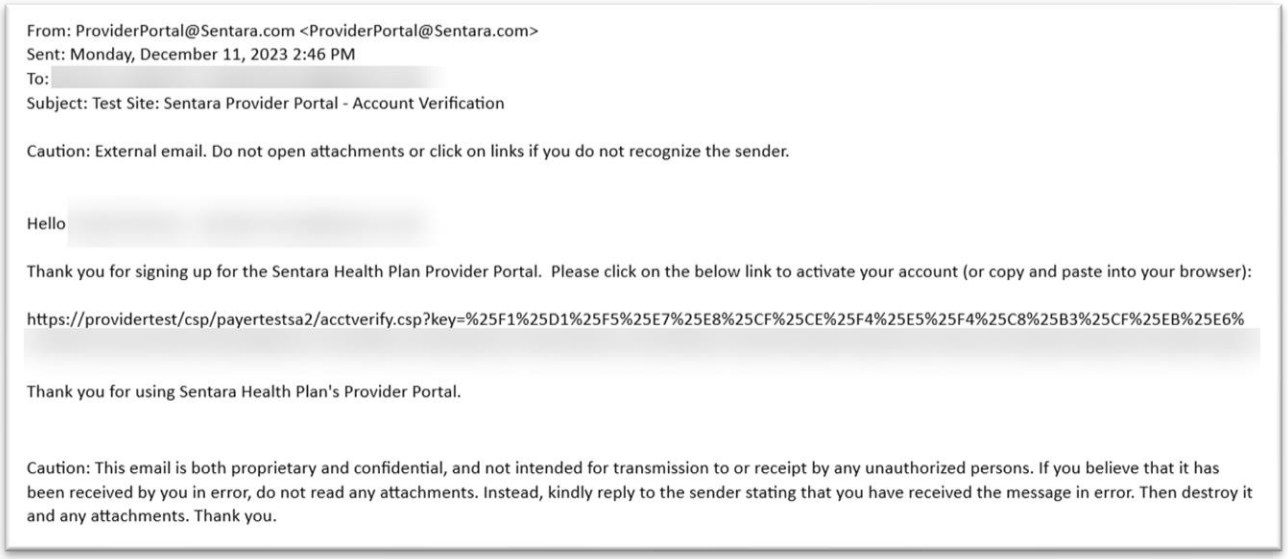
2. Fill out the form to create a new account:



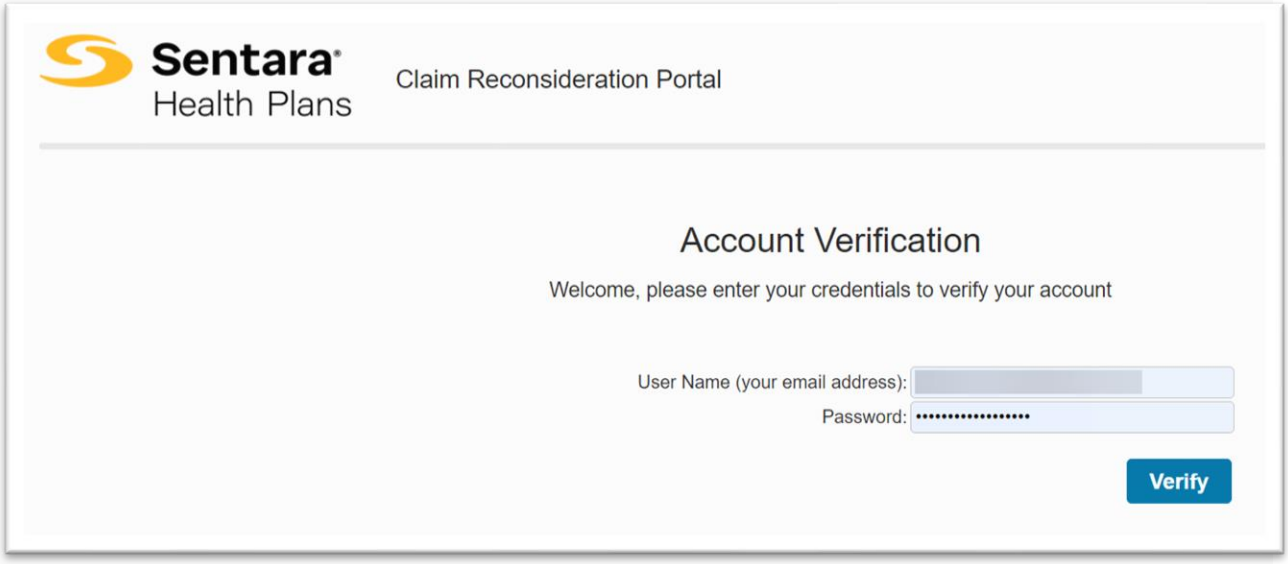
3. Upon submitting your new account request, you should see the Email Sent page:



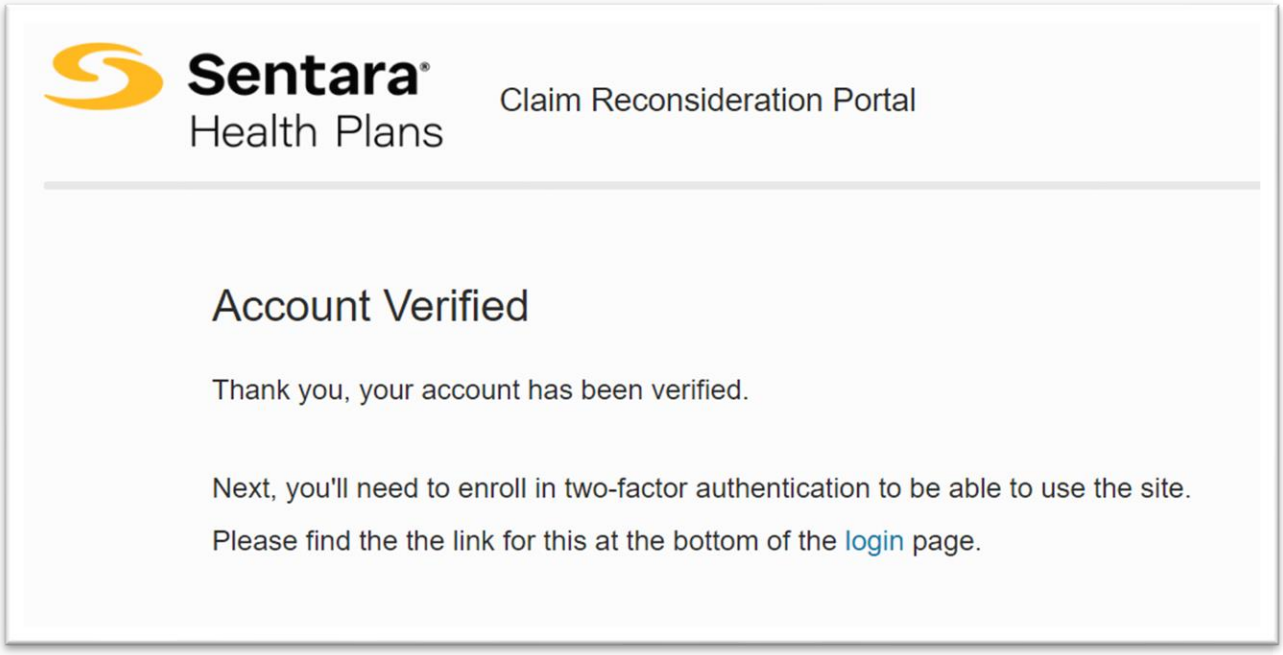

4. You should receive an email with a link to validate your account:



5. Click (or copy/paste) the link in that email into your browser, and enter your username and password there:



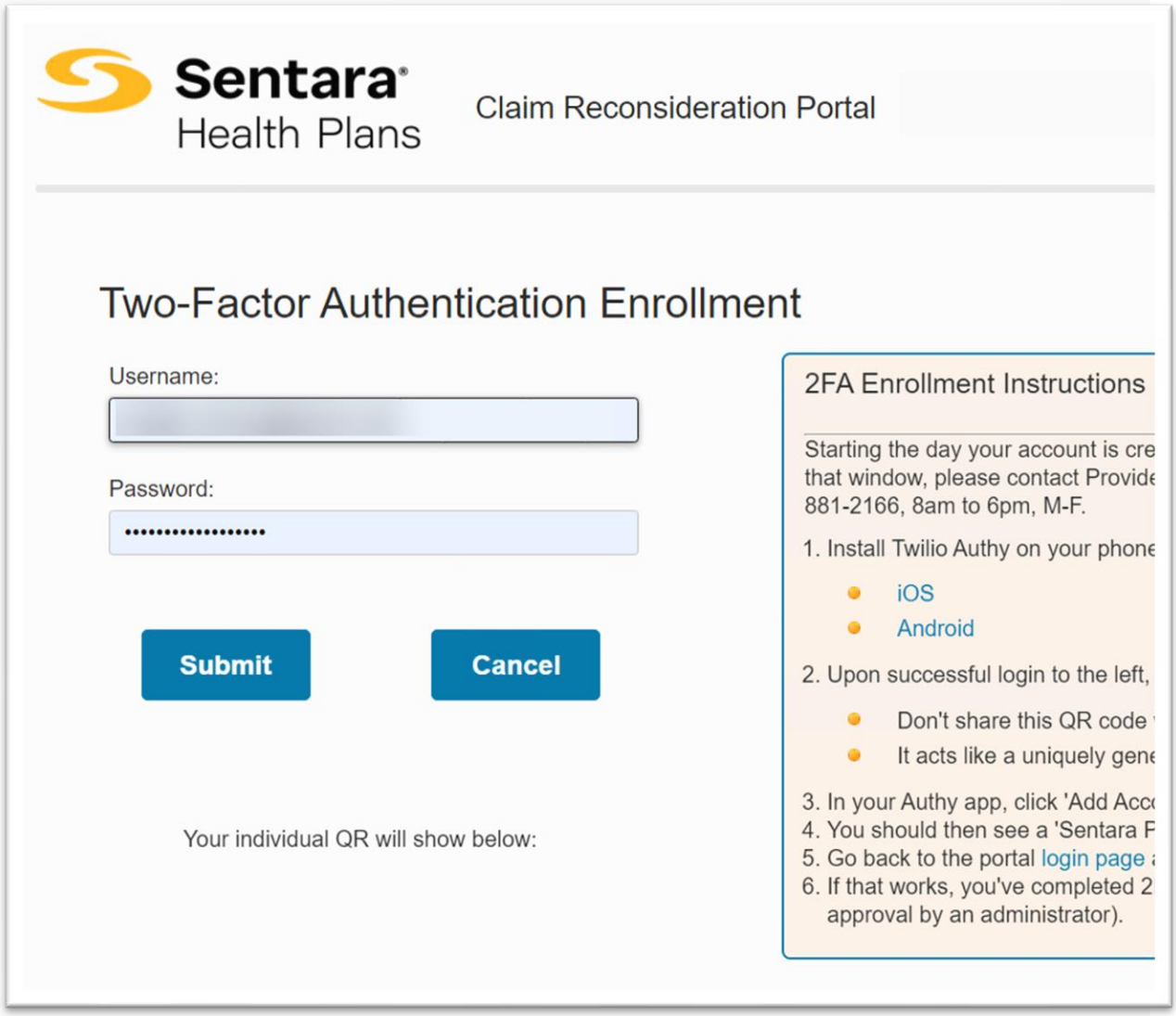

6. Upon clicking Verify, you should see the confirmation page stating your account has been verified:



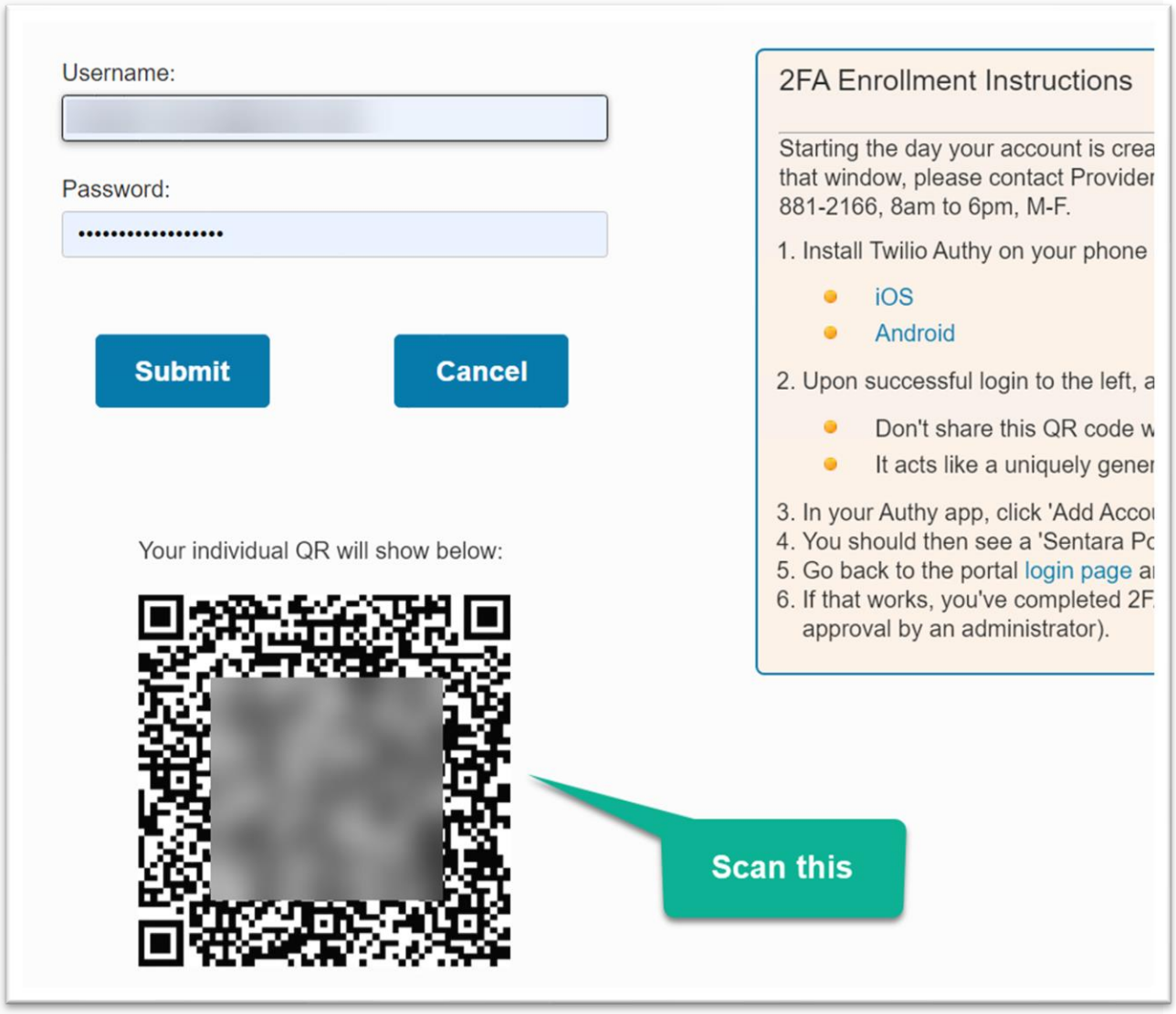
## B.)Proceed with adding a linked 2FA account into your Authy app as follows:

1. Click on the Enroll in two-factor authentication link on the bottom of the login page:
   - https://www.payertransactions.com/csp/payertrn/login.csp

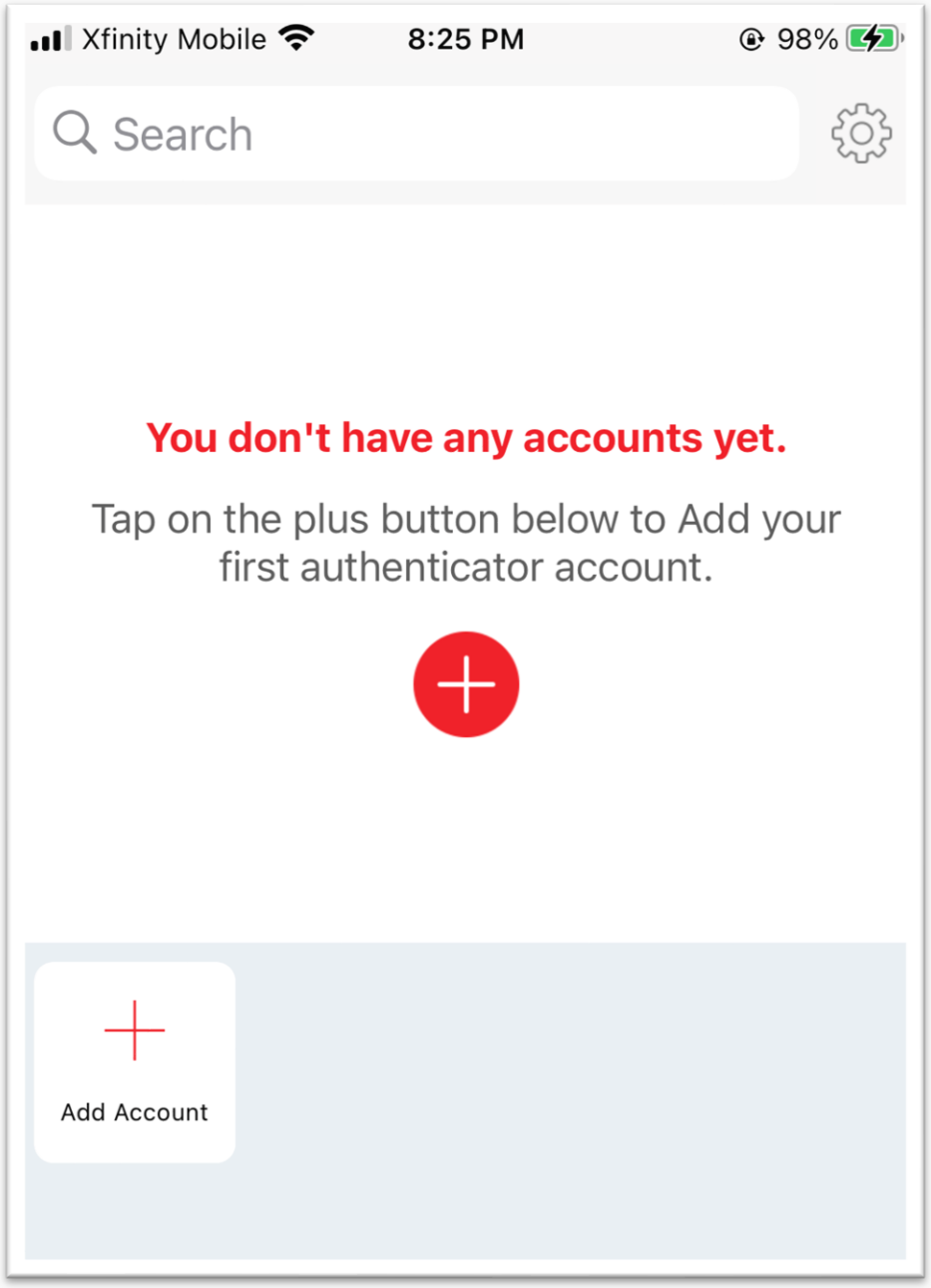
2. Enter your username and password in the 2FA Enrollment page:



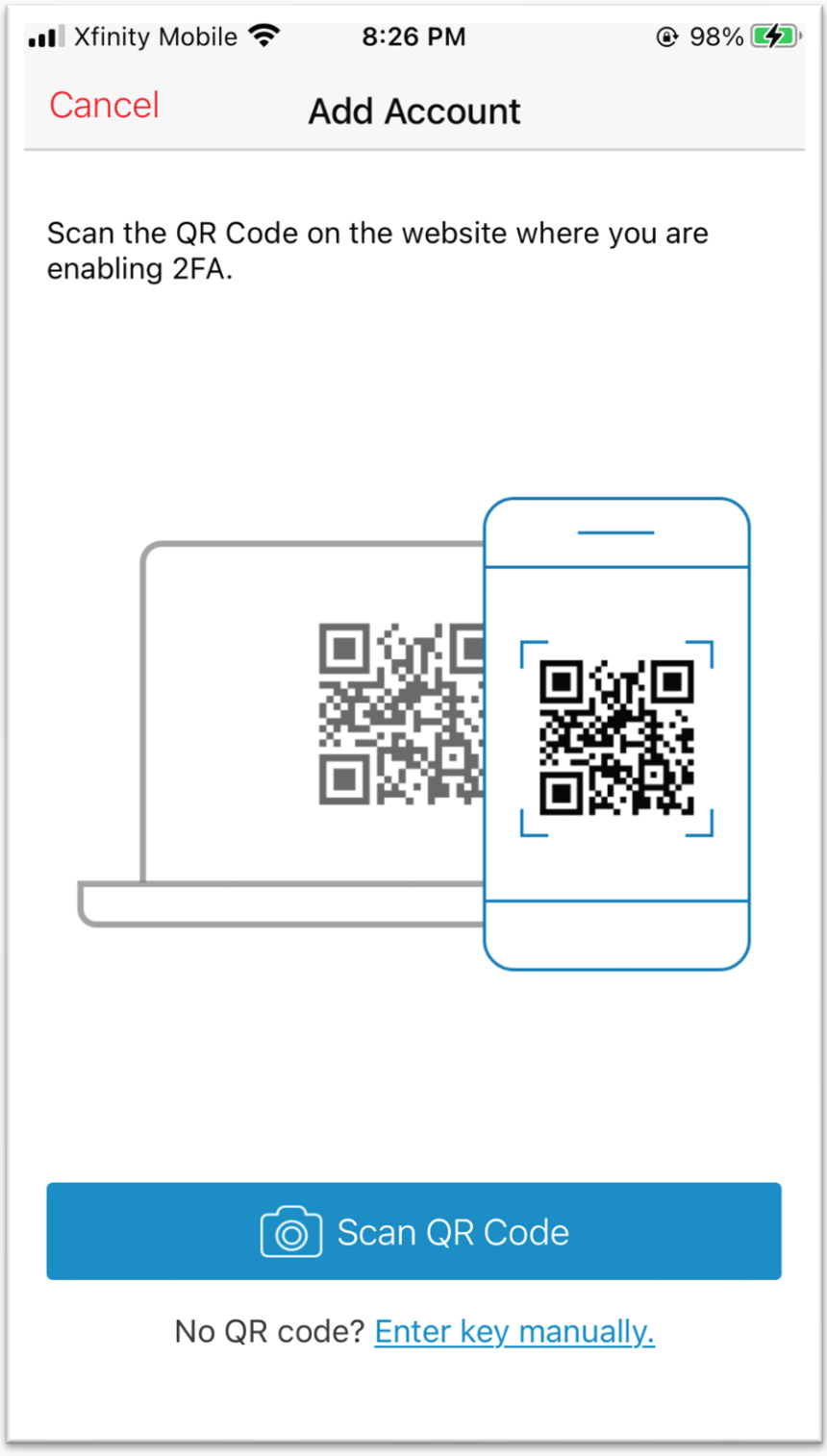
3. Upon successfully entering your username and password there, a QR code will show on the page.
    - Don't share this QR code with anyone.
    - It acts like a uniquely generated password only for you.



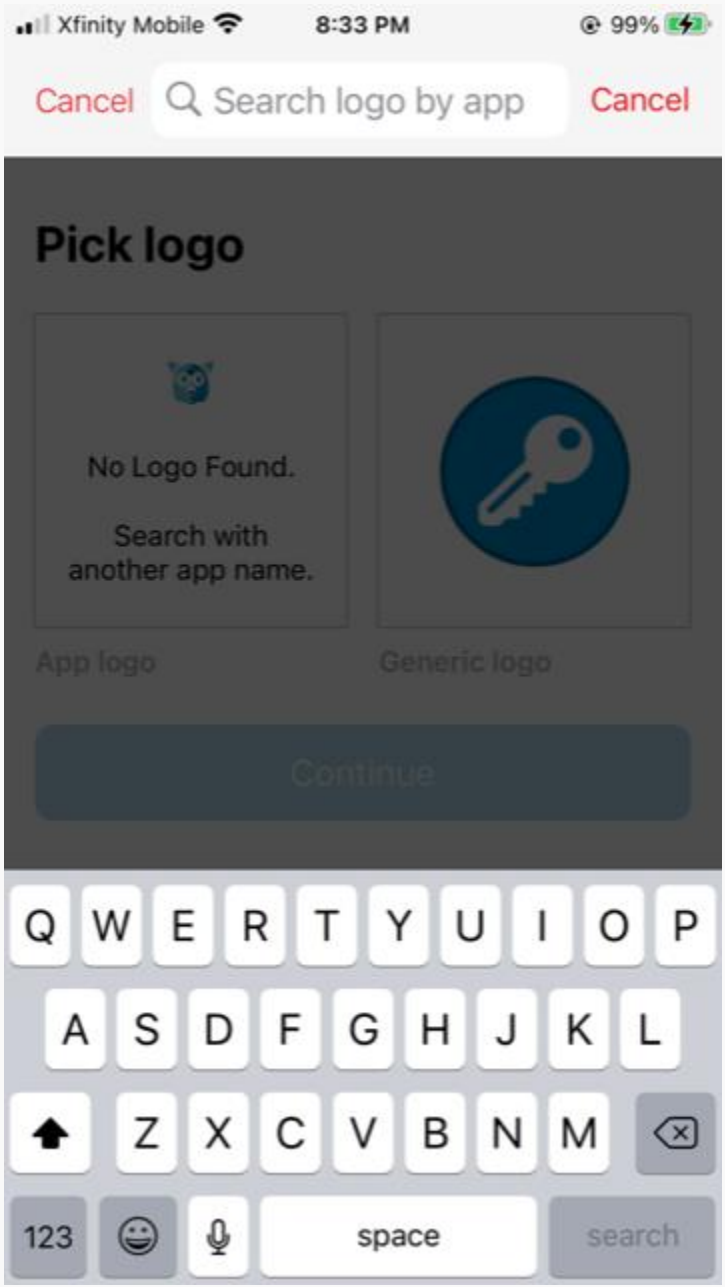
4. In your Authy app, tap 'Add Account':



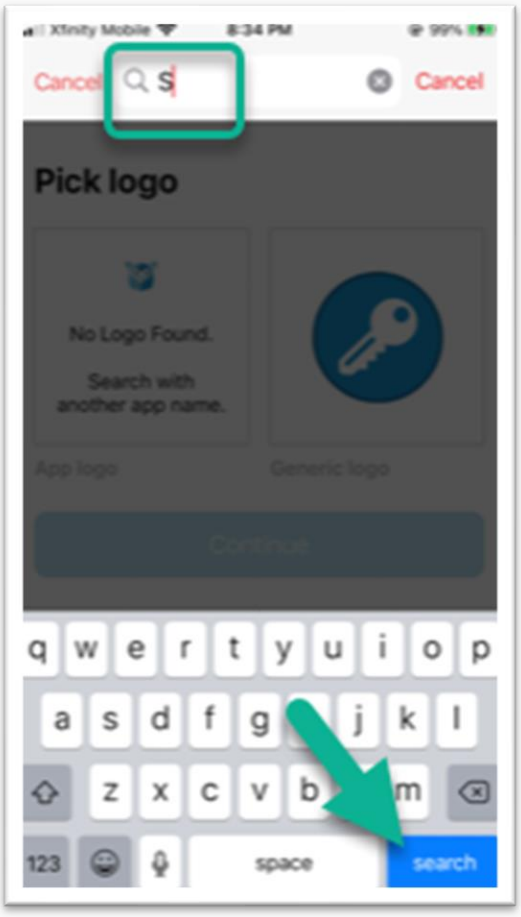
5. And then tap the Scan QR Code button:



6. If successful, you should be on the Search logo by app screen:
7.



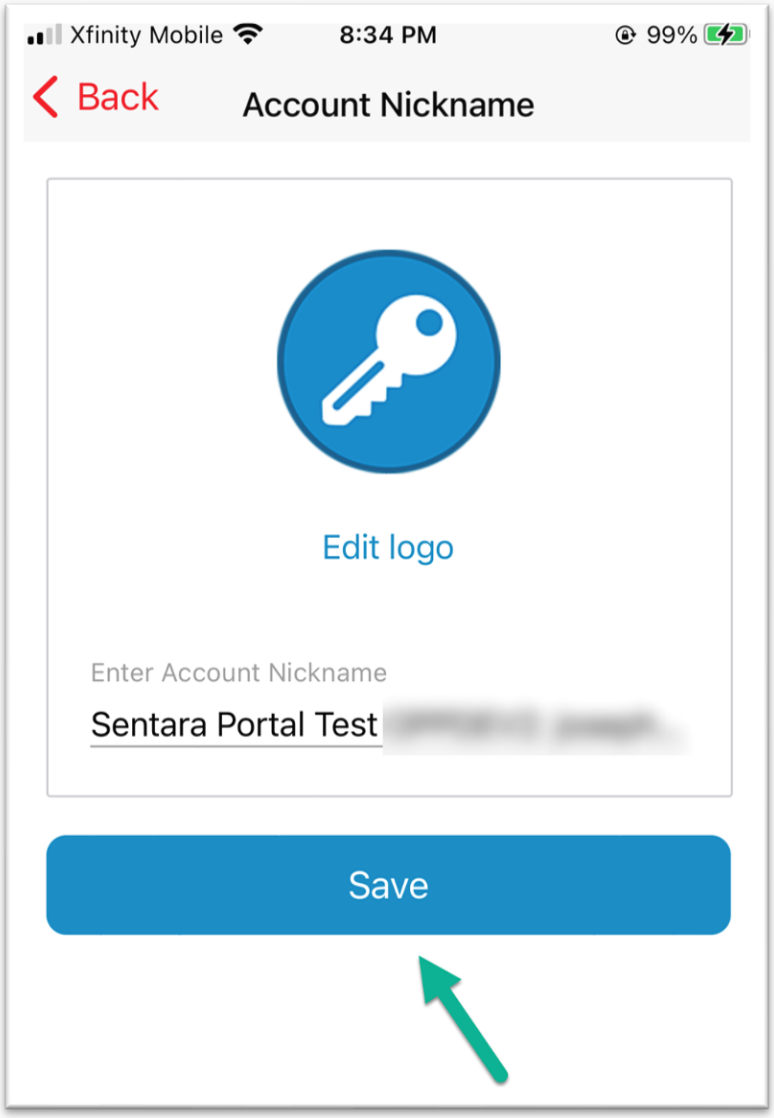
8. To get past this screen, enter any letter into the Search box, and tap the Search button at the bottom:



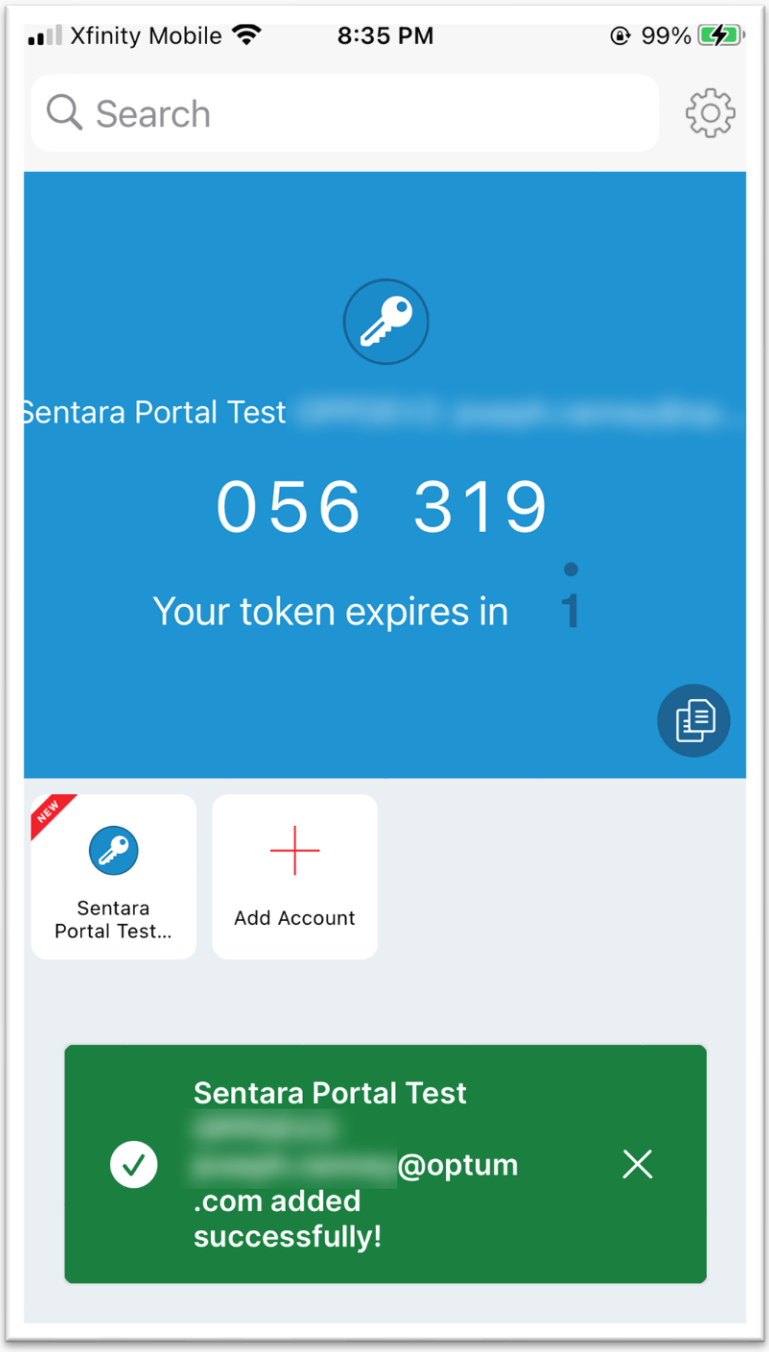
9. Tap the image of the key on the right, and tap continue:



Then tap Save:



10. You should then see a 'Sentara Portal' account in your Authy phone app with a token that changes every 30 seconds:

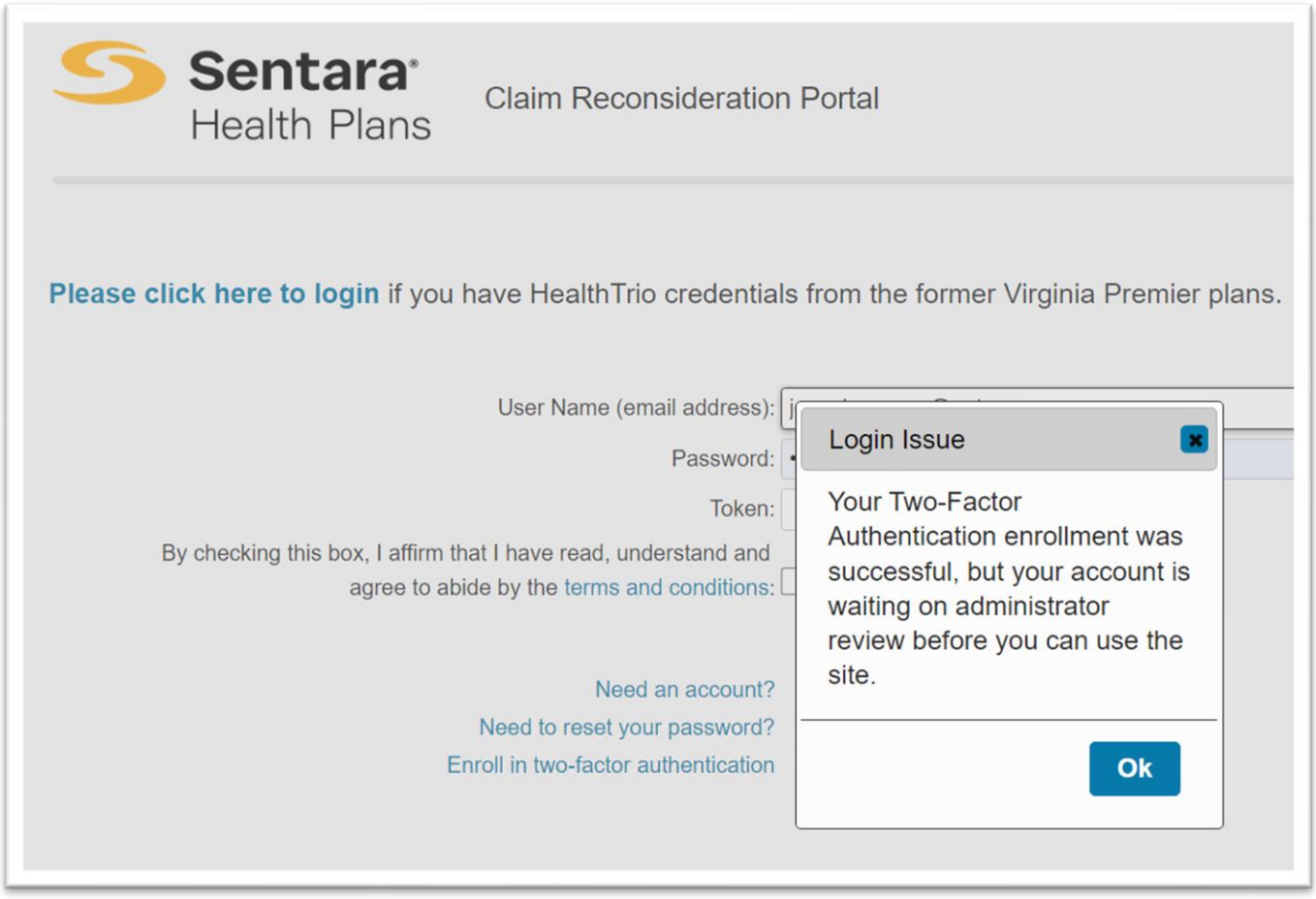



11. Go back to the portal login page and login using the current token numbers.

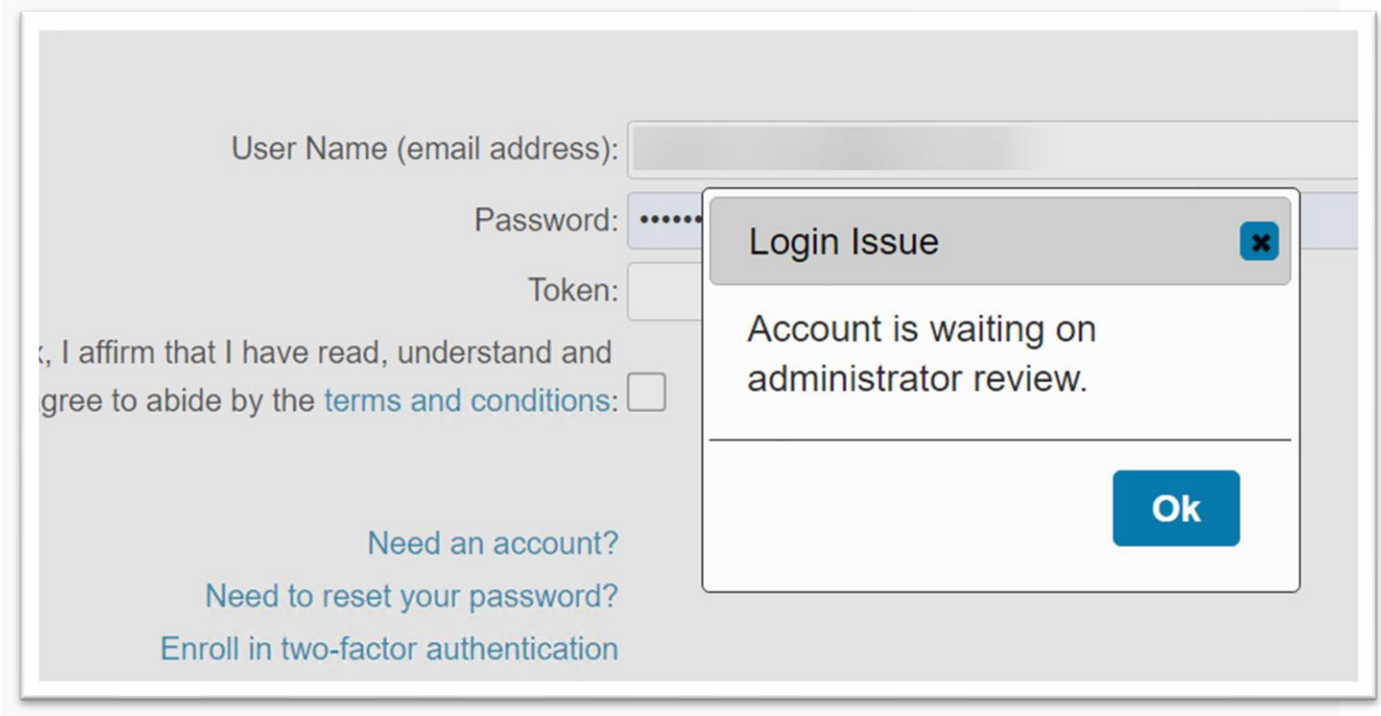
12. If that works, you've completed 2FA enrollment!

13. You will now be able to use the site if an administrator has already approved your account. All new accounts are manually reviewed by an administrator within 1 to 3 business days. After a decision is made, you will receive an email indicating if your account was approved or denied.

14. If the administrator approval process is still pending for your account, you will see the following when you successfully enroll in 2FA:



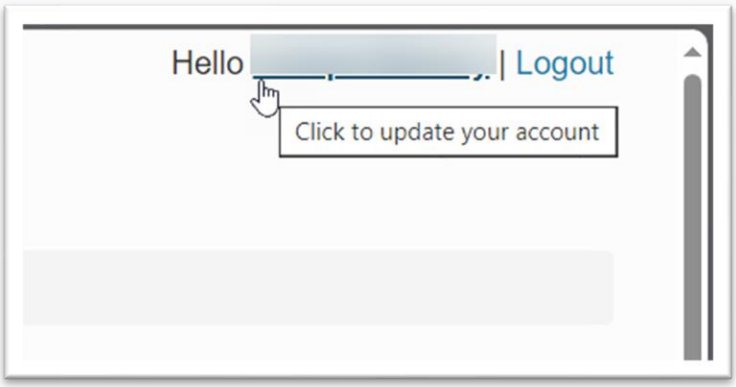

15. Subsequent login attempts prior to administrator approval will give you this message:



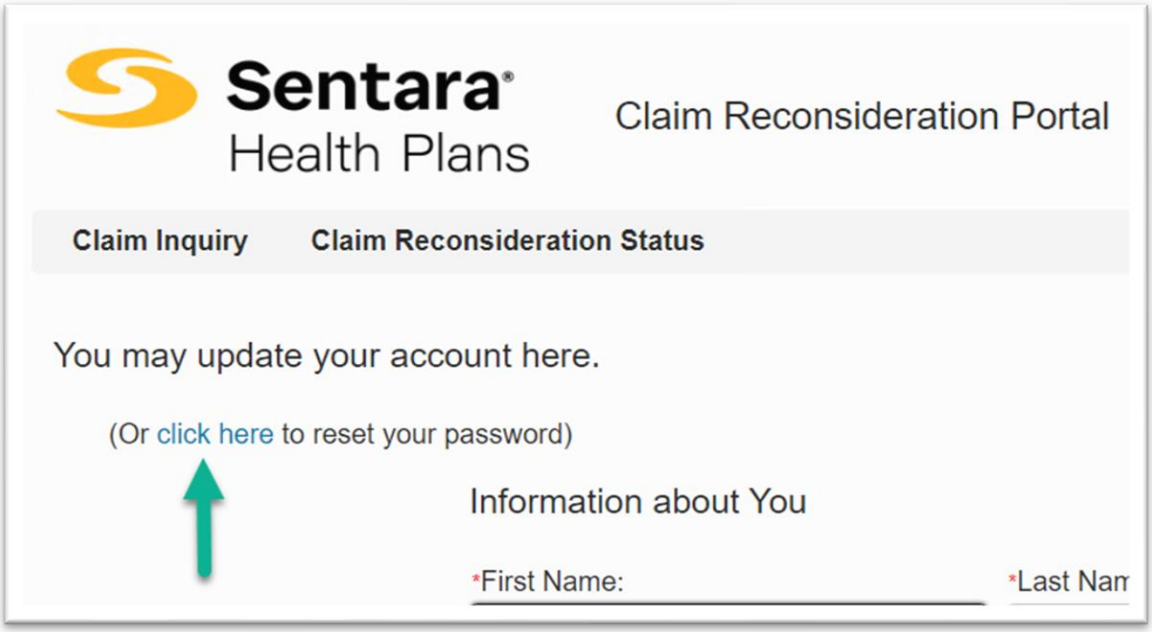
# Portal Account Maintenance

## A.)Passwords

1. Passwords expire after 180 days. Prior to expiration, you may change your password by logging in and tapping on your name in the top right corner:



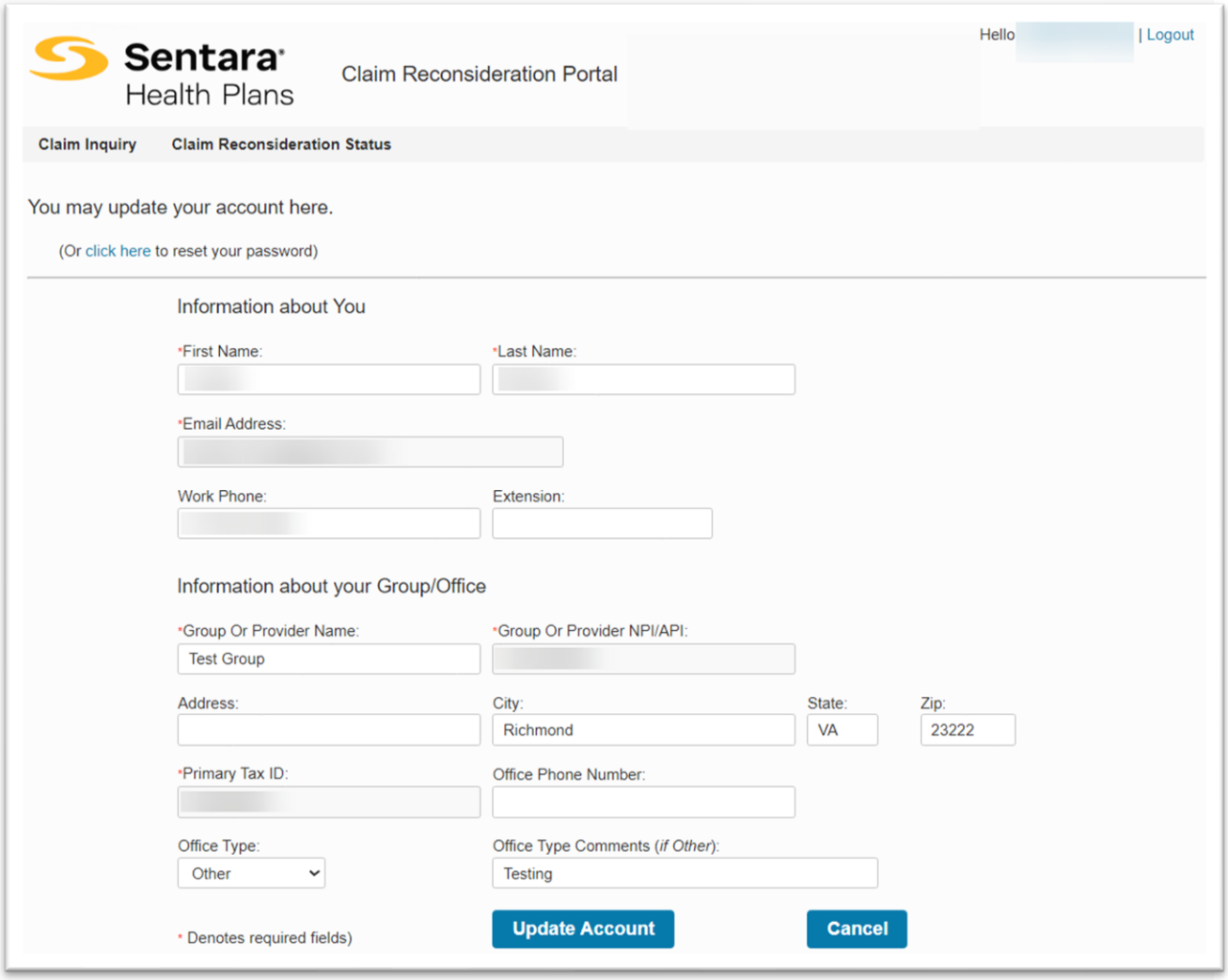

And then:




2. Inactivity (no logins) for 90 days also causes your password to expire.
3. If your password has expired, there is a password reset link on the login page. To reset your password this way, the following will be required:
    - You'll need to enter your 2FA security token.
    - You'll receive an email and will need to click the link to validate your account.

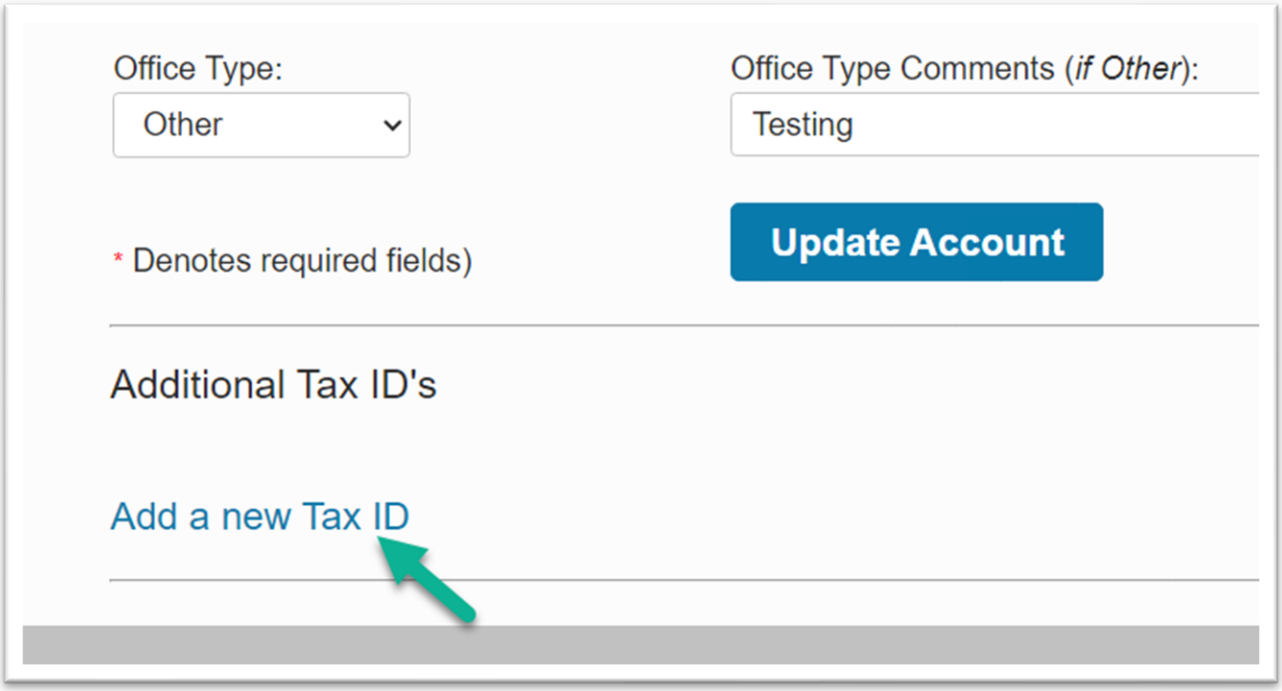
## B.)Update Your Account

1. You may update your account by logging in and clicking on your name in the top right corner. Only the lighter (demographics) fields are editable:

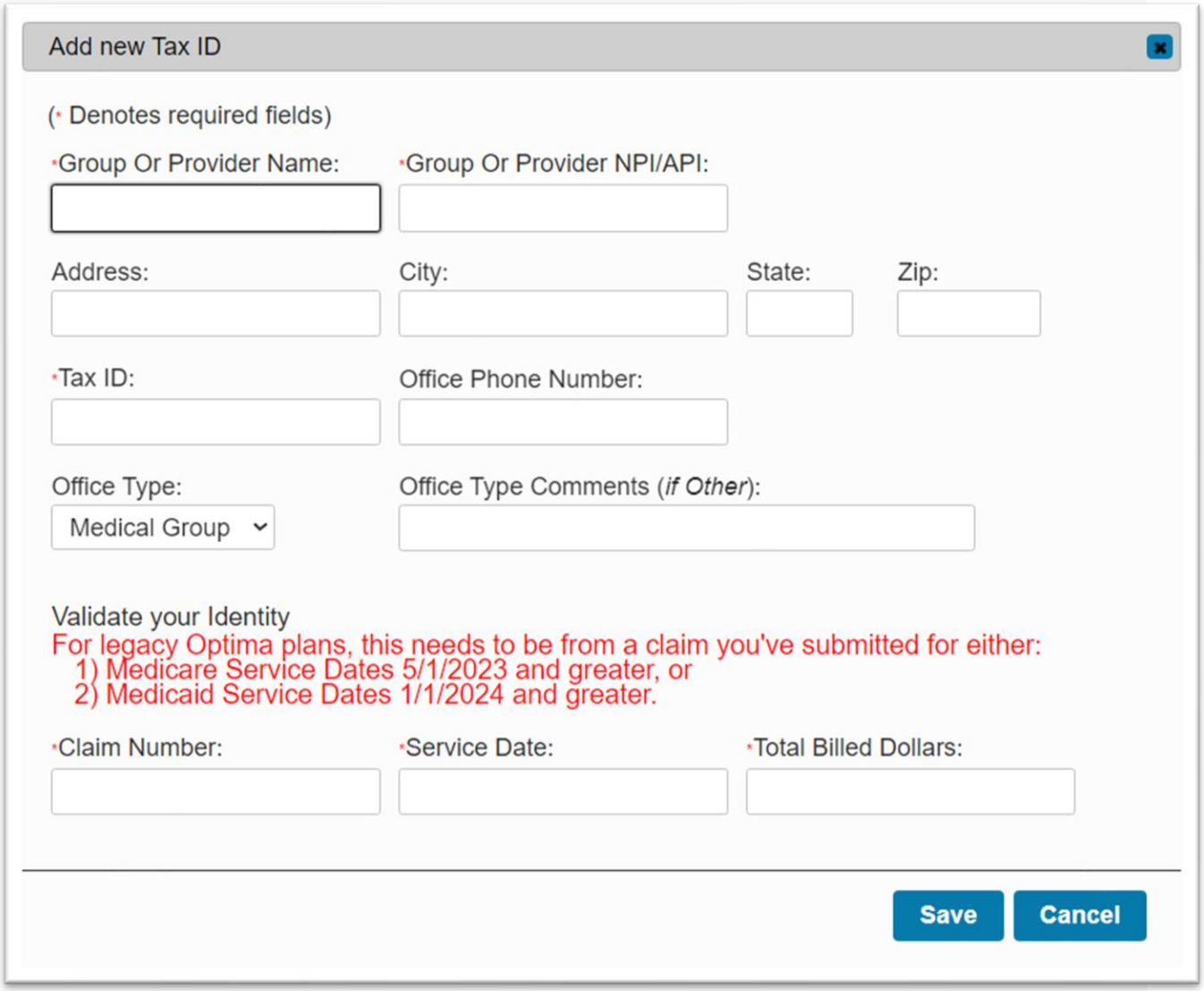


## C.)Add Additional Tax IDs

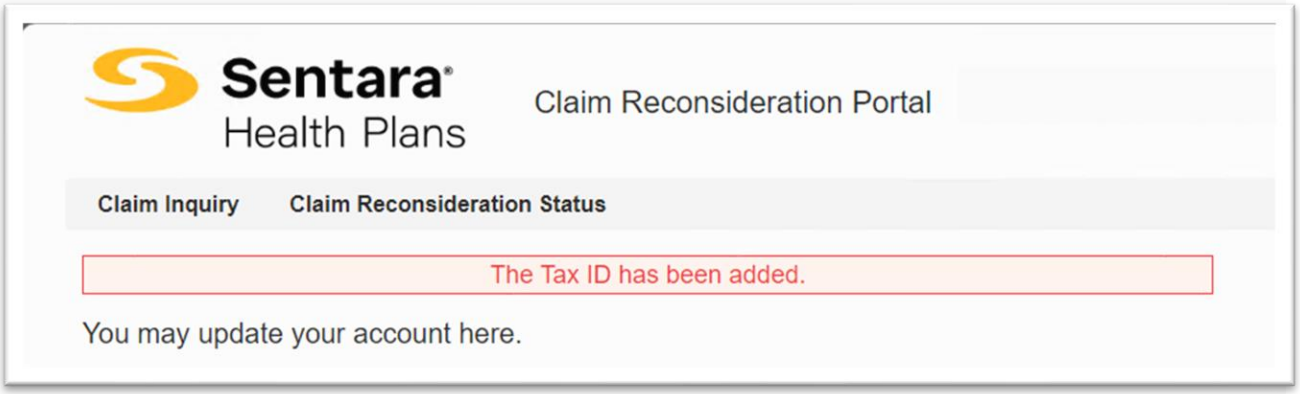
1. You may add additional tax IDs so that you can view and submit reconsiderations for claims that are under other tax IDs that you also manage. To do so, click your name in the top right corner and scroll to the bottom of the Update Your Account page. Click the link as shown:



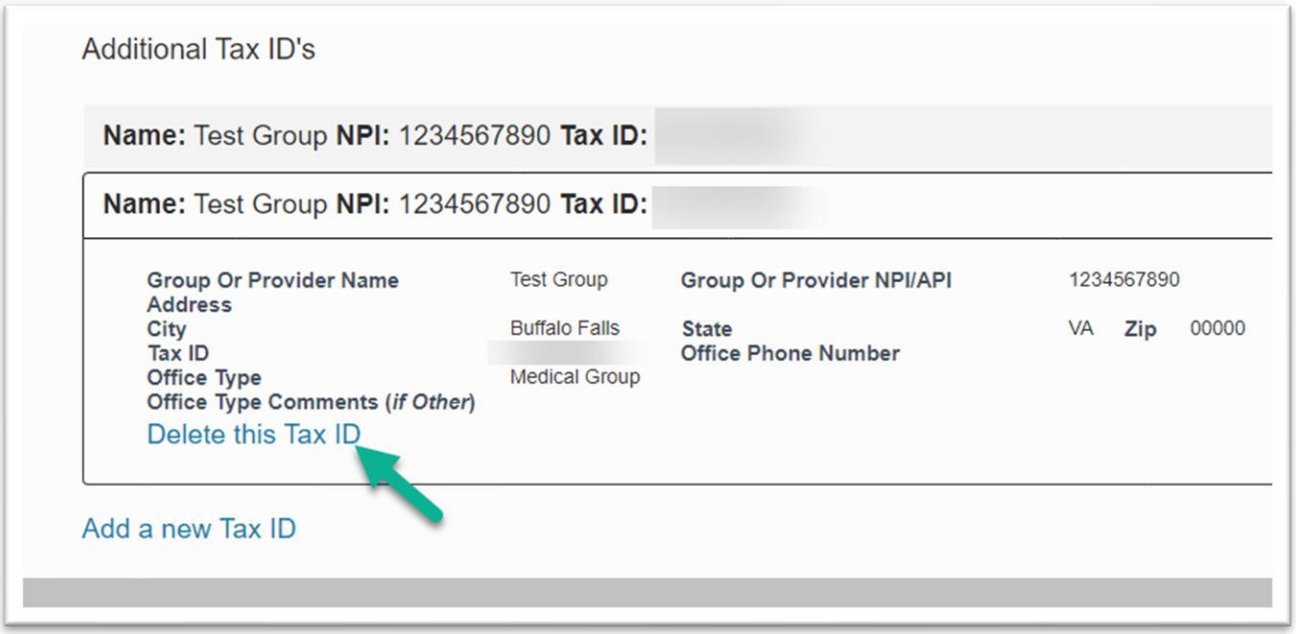
2. Then you'll have the following form to fill out:



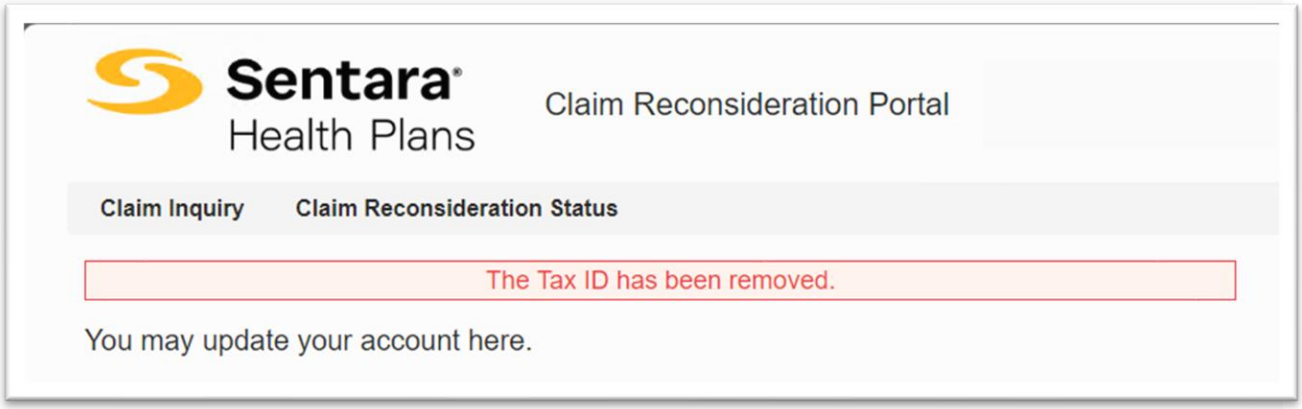

If your claim information matches your tax ID, you should see the following:



3. You can also delete tax IDs. To do so, click to expand the one you want to delete, and then click the Delete link:

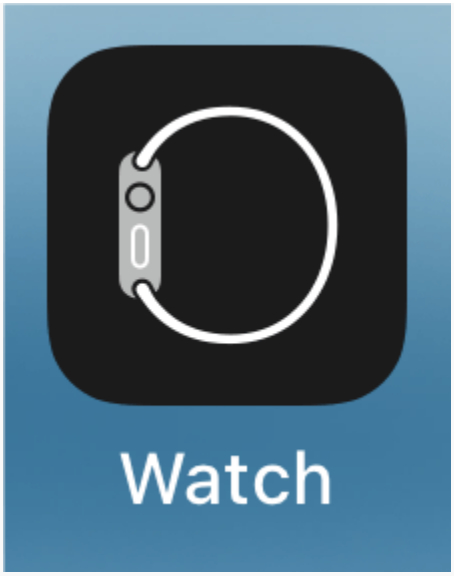



You should then see the following:



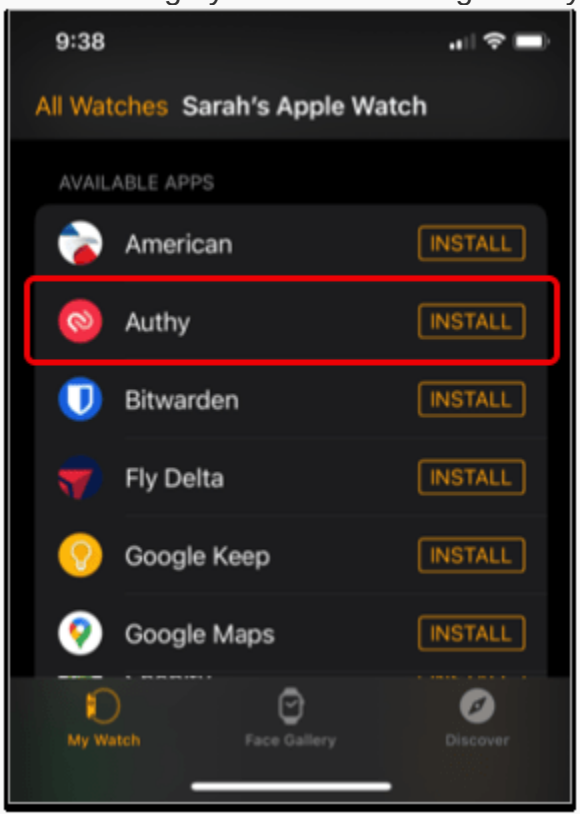
# On Your Apple Watch

## Step 1: Open the Watch App on Your iPhone



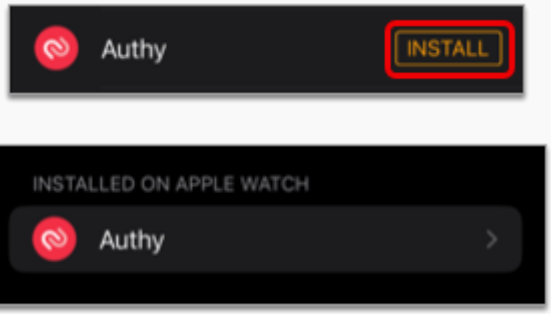

## Step 2: Find Authy in Your Watch Settings

Scroll through your Watch settings until you find the Authy app.



## Step 3: If Needed, Install the Authy App on Your Watch

If the Authy app isn't already installed on your watch, tap the "Install" button.




Once installed, you can access Authy on your Apple Watch.




You can then open the Authy app on your Apple Watch at any time and use the security token it generates to validate your identity.

# Access Your Authy Account on a New Device

Read Authy's instructions about how to access your existing Authy account on a new device.

Restore Authy Access on a New, Lost, or Inaccessible Phone

Set Up Authy on Multiple Devices

**Enable Backups for Best Results:** The backup functionality in Authy allows you to restore your two-factor authentication tokens on a new device, ensuring that you won't have to add each one back from scratch every time you get a new phone. To enable backups, follow the instructions in Step 8 of ***Register Your Device*** above. It is important to choose a password you will remember, or to store it somewhere safe where you can reference it in case you should need it.

# Helpful Authy Links

Sometimes there are hiccups, and you need to reset your two-factor authentication account in the Authy app. The following links may be useful for resolving issues in the Authy app.

- **Restore Authy Access on a New, Lost, or Inaccessible Phone:** Did you lose your phone or upgrade to a new one? Learn how to restore Authy access or recover your account.
- **Delete, Hide, or Decrypt Two-Factor Authentication Accounts in the Authy App:** Do you need to delete a connection in the Authy app? Learn how.
- **Reconfigure Authy After Losing or Forgetting Your Backup Password:** Did you forget the backup password for your Authy account? Learn how to reconfigure Authy.

This portal is developed by Optum® in collaboration with Sentara Health Plans®

Optum

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