

# MMAP

## PROVIDER BULLETIN

January 15, 2026

### Web Portal Changes to Multi-Factor Authentication

Use the PACE Web Portal (<https://papaceportal.lh.primetherapeutics.com>) to access Provider Information Management and The Finance Portal by clicking the LOGIN NOW button to access your dispensary-specific information.

Effective February 2, 2026, changes will be implemented to the multi-factor authentication process implemented November 4, 2025.

Email will no longer be a valid factor for applications that can be accessed through the PACE Web Portal. This change is being made to mitigate compromised external email accounts and reduce overall risk.

- **Implementation of OKTA with non-email multifactor authentication.**
  - To access your dispensary-specific information, click **Login Now** on the home page of the PACE Web Portal.
  - The OKTA Sign In Window will appear.
  - Enter your existing login credentials.
  - Click Verify.
    - You will be prompted to set up a minimum of one of the following authentication options:
      - OKTA Verify
      - Security Key or Biometric Authenticator
      - Google Authenticator
      - SMS Authentication
      - Voice Call Authentication.
  - Upon receipt of the authentication code provided through the selected authentication method,
    - Enter the code provided into the verification screen.
    - Click Verify to gain access to your pharmacy-specific information.
- **The Multi-Factor Authentication step-by-step process has been added to the enrollment manual on the web portal (<https://papaceportal.lh.primetherapeutics.com>).**
  - **To locate the updated log in steps:**
    - Click the MMAP tab.
    - Select “MMAP Web Portal User Guide”

**NOTE: If Login Credential assistance is needed, contact the Web Support Help Desk at 800-241-8726.**

Questions not related to login credentials/issues may be directed to the MMAP help desk at 833-605-0629.