

New Sign-on Requirement for Added Security













The Via Benefits website now includes Multi-factor Authentication. This new layer of security helps improve the protection of your personal information.

If you have an existing account, you'll need to update it to meet our new security standards. To **confirm your identity**, please be prepared to provide an email address that will serve as your user ID, along with a phone number (cell phone or landline) to help verify your identity. The account update process will then ask you to enter information that only you would know. You'll also need to reset your password while updating your account.

New users who want to create an account will need to establish credentials that match these new security standards. If you have any questions, please contact Via Benefits by using the options listed in the **Speak to an Expert** tab at the top of the website.

Time for Your Via Benefits Coverage Checkup

Via Benefits is at your service to help evaluate your current plan and compare it with others. Here's how shopping online and shopping on the phone for health coverage stack up. Choose the option that works best for you.

Online	On the phone
 The Via Benefits website is available 24/7.	 Call to make an appointment with a licensed benefit advisor.
 Our website is immediately available at your convenience.	 We don't like to keep you waiting, so call Tuesday through Friday, if possible in the afternoon; Mondays are often busy.
 You conduct the research and choose your plans at your own pace.	 Your plan comparison is created by a licensed benefit advisor who is trained to assist you.
 Sign into your secure account and get started right away.	 Similar to accepting a disclaimer online, you will need to go through a vocal verification process.
 Disclaimers are quick to review and accept.	 Disclaimers are played in their entirety and need a vocal affirmation that you agree.
 If you have questions, you can always call during normal business hours to speak with an advisor during your online search.	 Via Benefits is ready to answer your questions or help you enroll in a new plan.