

From: <WVBTTinfo@gainwelltechnologies.com>

Date: Wed, Sep 16, 2026 at 8:48 AM

Subject: New Multifactor Authentication Requirements for WVBTT Online and WVBTT OCS

To:

Dear Enrolled Direct Service Practitioners, Service Coordinators and RAU staff:

The West Virginia Birth to Three (WVBTT) program is announcing the implementation of a multifactor authentication (MFA) security method for access to WVBTT Online and the WVBTT Online Claims System (OCS).

MFA is a process utilized to ensure unauthorized access is prevented by utilizing a second source of verification from the user. These updates are necessary to meet new security standards set by Gainwell Technologies to ensure all child records and billing activities are protected from potential internet threats.

WVBTT will use email addresses associated with the user's log-in credentials for WVBTT Online and WVBTT OCS for MFA. If you are unsure of your email address associated with your log-in, contact the Help Desk at [866-639-2916](tel:866-639-2916), [extension 3](#).

These updates will go into effect September 29, 2026 after 6:00 PM. Attached is a handout with instructions on how to successfully log-in using MFA. Please remember, every time you log into either the WVBTT Online or WVBTT OCS applications, the MFA verification process will be used.

Please review the attached instructions. If you have any questions, contact your WVBTT Regional Technical Assistance Specialist.

Thank you.

WVBTT State Staff

Attached Documents

1. [MFA for Access to WVBTT Online & WVBTT OCS Directions - APPROVED 09.10.2026.pdf](#)

If you have difficulty obtaining the documents, listed below are the document locations.

<https://www.eikids.com/wv/matrix/Communications/Docs/MFA%20for%20Access%20to%20WVBTT%20Online%20&%20WVBTT%20OCS%20Directions%20-%20APPROVED%2009.10.2026.pdf>