Creating an Account in the ABE Partner Portal

1. From the ABE Homepage at ABE.illinois.gov click on the ABE Partner Login link. You will use this link each time you return to ABE. Do NOT use the Login button in the upper right corner of the homepage.
2. Click the Create a new ABE User ID and Password link to create your account.

3. Complete the questions in Section 1 – User Information. You will be asked to enter an e-mail address. For security purposes your work email should be used. This e-mail will be used to verify your identity through Multifactor Authentication (MFA). More about MFA below. Each organization’s Primary ASA will set-up the organization’s initial registration, indicating that they are the designated ASA in Section 1. Regular users follow the same User Account Setup procedure and indicate that they are a regular user by selecting the appropriate check box under Please select the type of user that you are.

   Each organization must designate an ABE Agency Security Administrator(s) before any staff can use the Partner Portal functionality (see the ASA Guide for further instructions). If you are not that person, please do not choose this selection. Use ‘Regular User’.

   NOTE: Hospital ASAs will need to choose ASA and the functionality they are using!
IMPORTANT INFORMATION! In Section 1, as part of the account set up process, you must check a box, indicating that you understand the laws regarding confidentiality of client data. Please be sure to read this paragraph and understand your responsibilities.

4. In Section 2 – Provider User ID and Password, create a personal User ID and Password that you will use to login to ABE on an ongoing basis. The secret questions and responses you choose will be used as a security check if you need to recover your password. It is important to write down your User ID and answers to your chosen security questions and store them in a secure location. Passwords cannot be reset without correct answers. User IDs CANNOT be recovered! If you forget your ID or are not able to reset your password, you will need to go through the User Account set up process again.

You will be required to change your ABE password every six (6) months. If you forget to change your password, you will be blocked from using ABE until it has been updated. Each user must create their own unique User ID and Password. User IDs and Passwords should NEVER be shared or stored! Always answer [Not for this site] if the below banner pops up on the bottom of your screen!
5. **Section 3 – Organization Information.** Enter your organization’s **Provider ID** issued by the State of Illinois through the IMPACT system. Click **[Submit]**. If you do not know your HFS Provider ID, contact your office administrator or billing office.

   * **This section will not display until you have entered a ‘user type’ in Section 1.**

6. For Providers whose organization has multiple locations or offices, click the **[Add]** button and an additional **Provider ID** box will display. If you have clicked the [Add] button in error, simply click the [Delete] button.

   *** **For Hospital ASAs, two Provider ID boxes will appear, enter your ID in both boxes.***
Tip: If you need to add multiple Provider numbers, add them before entering your password and security questions. As a security measure ABE wipes out these responses when the page is refreshed.

Section 3 - Organization Information

You have told us in Section 1 that you are a regular user for a Medicaid Presumptive Eligibility and/or an All Kids provider and/or Long Term Care provider and/or Hospital Presumptive Eligibility provider. Please enter the Provider ID and click the Add button to add multiple Provider IDs.

Provider ID
363828320012

Add

Delete

7. Once all required fields are complete on the page, click [Submit].

*Sometimes there is a problem with the information you have entered on your User Account Setup. If you scroll to the top of the page there will be a message that lets you know what the problem is.

If there are no problems the Account Set-up Confirmation page will display.

Account Setup Confirmation

Confirmation Message

Thank you for setting up your provider user account: white12. Please alert your administrator(s) that you have created an account. Your administrator(s) will setup your security profile for this online account. Once your profile has been setup, you can log back in and use this application. Please close your browser.

8. If you are the Primary Agency Security Administrator, you must go to ABE ASA Request SharePoint site and enter your account information as well as your agency/hospital information. Your ASA request will be reviewed by the HFS business and security offices before approval. You must be approved and granted access before you can approve others in your hospital, agency or organization to use the portal.

9. Once regular users have successfully created accounts in the ABE Partner Portal, they should submit the ABE Registration Form 1706P to the organization’s Primary ASA for review. This form must also be kept for record keeping and audit purposes. The 1706P can be found under the Medical Providers tab on the Medical Forms page under Providers, labeled Application for Benefits Eligibility (ABE) (pdf) on the HFS Website.
10. After review, the Primary ASA will approve and grant Partner Portal access to the regular users.

11. Once granted access users are ready to begin using the Partner Portal.