ILLINOIS APPLICATION FOR BENEFITS ELIGIBILITY (ABE)
PARTNER PORTAL UPDATE

DESCRIPTION OF SECURITY ENHANCEMENTS
Effective August 1, 2016

The State of Illinois is implementing enhanced security features for the ABE Partner Portal (previously known as the "provider portal"). These changes affect the All Kids Application Agents (AKAA), the Medicaid Presumptive Eligibility (MPE) providers, as well as the Application Assistors at Stroger Hospital, who use the ABE Partner Portal to submit medical applications to the state through their own ABE Partner login and account. This document explains these security changes and what an ABE Partner Portal user needs to do to maintain an ABE Partner Account.

1. **Stronger Password Requirements**
    When you log into your ABE Partner account starting after the enhancements go into effect, you will be prompted to select a new password that meets more stringent criteria. You will have to reselect security questions and responses. Answers to security questions are key to recovering passwords.

    New passwords must contain characters from at least three of the following four categories:
    - English uppercase characters (A through Z)
    - English lowercase characters (a through z)
    - Numbers (0 through 9)
    - Special Characters (for example, !, $, #, %)

    For Example: P@sswOrd1 would be a strong password because it contains a character from all four categories. Note, a password may **NOT** contain the user's Account or name

2. **New ABE Account policies**
    - ABE Users will be prompted to change your password every 180 days
    - Account lockout threshold: 3 unsuccessful login attempts
    - Lockout period: 60 minutes
    - The system will only allow a password to be reset once in a 24-hour period
    - Passwords will expire every 180 days. If the password expires, users will be directed to change their password when they attempt to log into the ABE Partner Portal.

3. **Multifactor Authentication**
    Due to the sensitive personal and medical information of Medicaid applicants stored in each Partner's ABE Account, the State is required to validate the identity of users **each time** you log-in to ABE.

a. **E-mail Registration and Activation**

The first time you log into the ABE Partner Portal after the enhancements go into effect you will be asked to register your e-mail address. **This must be an email you can access every time you use the ABE Partner Portal.**

- If you have a valid e-mail address associated with your ABE User Profile, you must enter that e-mail address on the Authentication-Details page.

- If you no longer use or have access to the e-mail address associated with your ABE User Profile, contact your Agency Security Administrator (ASA).

- If you do not have an e-mail address associated with your ABE User Profile, enter an email address in the Authentication-Details page. Be sure to use an email address that you can access every time you use the ABE Partner Portal.

Enter the e-mail address and click **[Register].**

An Activation Code will be sent to this e-mail address. Once it is received, enter the code in the space provided and click **[Activate Email Address].**

If you do not receive the Activation Code, check your Junk or Spam folder. If the Activation Code still has not been received click [Resend Activation Code] to generate a new code.

b. **Access Authentication**

Once your e-mail is activated, an Access Code will be sent to the e-mail address. Enter this code in the space provided. Click [Next] and the Provider Portal Landing page displays.

Once an e-mail address is registered and activated, ABE will automatically send an Access Code each time you log into the ABE Partner Portal. The code must be entered on the Authentication Access Code page in order to reach the Partner Portal Landing page.

4. Proof of your identity on file with your ASA

In addition to the ABE changes above, HFS is instructing all of the Agency Security Administrators (ASAs) to make a copy of a valid ID for each ABE Partner Portal user and to keep it on file in case of an audit. You must comply with this request in order to continue to use the ABE Partner Portal. Valid IDs include: a current and valid US driver's license, state identity card, US passport, US military identification, a certificate of citizenship or naturalization, and various immigration forms for non-US citizens. Below are a couple Q&As. Please contact your ASA with any questions.

Questions & Answers

Q: What should I do if I cannot login to the ABE Partner Portal as a user?
A: You will need to re-register and ask your ASA to authorize you. If you don't know who your current ASA is, please ask the supervisor who oversees either the AKAA or MPE program for your agency.

Q: What should I do if I cannot login to the ABE Partner Portal as an ASA?
A: You will need to re-register as an ASA and ask the Global Security Administrator at HFS to approve you. When you have re-registered, send an email to: HFS.ABEPartnerPortal@Illinois.gov; in the Subject line put: ASA approval needed for (list AKAA, MPE or both).

Q: If I re-register, will I lose access to my pending applications?
A: No, as long as you register appropriately with the same provider number.

Thank you for your compliance with these important security enhancements. Send questions to HFS.ABEPartnerPortal@illinois.gov