

# ENHANCING ABE SECURITY

ILOGIN  
ILPARTNER



**HFS**

Illinois Department of  
Healthcare and Family Services

# New Multi-Factor Authentication Summer 2024

## Who will be affected?

- ABE Customers
- ABE Provider Portal users
- Integrated Eligibility System (IES) Provider users

## Why are we changing?

- Improved protection of private information
- Easier account and password recovery
- Consistency across multiple state systems





# Two Login Processes

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**ILogin** - for ABE Customers

**IL Partner** - for ABE Provider Portal & IES External Providers



# **ILPARTNER – for ABE Partners**





# How Will This Change Login?

- User ID will be an email address instead of a self-chosen user ID. Use of an email address instead of a self-chosen ID, allows the user to reset or change their password when forgotten or compromised, and eliminates the current process of creating multiple accounts and user IDs. Providers will be required to use their **work email** as the user ID for ABE.
- ILPartner is a 1 email = 1 account security process! NO SHARED MAILBOXES!
- Some ABE Provider Portal users may have multiple accounts due to forgotten passwords or secret questions, account malfunction, different locations, or different functionalities in ABE.
- All Provider Portal accounts will be merged into a single account even if you have different accounts for different functions. Users will now be allowed to choose multiple functions when creating a new ABE account.



# Authorized Representative/Approved Rep

- If you are an Authorized Representative, also called Approved Representative, for multiple people using 1 email, you will need to create different emails for each individual if you will want to manage benefits for them in the customer ABE MMC portal. You will follow the customer process as outline later in this deck, and you will enter current User ID and Password. LTC Providers can still submit redes through the LTC Provider Portal account too.
- If you have an Application Agent provider portal account\*, you can submit many application using your single email account. You are still able to submit an Authorized Representative document for those applications in order to receive mail for those accounts.
- We are exploring enhancements to accommodate for Authorized Representatives managing multiple individuals.

\*Please note, It can take 30-45 days to be approved as an HFS Application Agent

# Go-Live Day

- On the Go Live date for our new ILPartner login process, active ABE users, meaning those that have logged into the system within the last 6 months, will receive an email from the State of Illinois requiring them to begin the process of creating their new ILPartner account.

From	Subject	Received
<input type="checkbox"/> soi.no-reply@illinois.gov	IES Provider or ABE Provider ACTION REQUIRED: Complete your Legal Consent and email...	just now

- This email will include an activation link with instructions on how to complete the ILPartner account creation. *The email link will be valid for 7 days only!*
- After the initial *mass migration* of users, this process will be triggered when the (P)ASA at your organization sends a 1706P request to your HFS Liaison. The HFS Liaison will request account creation which will trigger the email to the end user.
- Later in 2024, we expect to launch a new request and tracking system called SecZetta.

# Activation Link

The email received will have your User ID (work email) included. **A public domain email cannot be used for the ABE Provider Portal or the IES External Worker Portal.** Click on the Activate ILPartner Account link to begin account creation. New users will need to register in ABE after signing in with their ILPartner account. New users will need the organization provider ID number to complete the registration process.

## State of Illinois ILPartner Account

Hi R[REDACTED],

An ILPartner account has been created for you based on you needing access to a State of Illinois Agency App. Your username is [R\[REDACTED\]er@Illinois.gov](mailto:R[REDACTED]er@Illinois.gov)

You will need to complete the activation and configuration of your account via the activation link below.

When requested to setup your Multi-Factor Authentication (MFA), it is suggested you setup at least two authentication methods. If one is not available, you have the option to switch to another method without contacting the support team. Okta Verify is a

**Click the following link to activate your account:**

*The email link will be valid for 7 days only!*

 [Activate ILPartner Account](#)  
This link expires in 7 days.

The State of Illinois ILPartner sign-in page is <https://ilpartner.illinois.gov>

If you experience difficulties accessing your account, please visit the [DoIT Report a Problem](#) page for assistance.



# Already Have an ILPartner Account?

If you already have an ILPartner account, the ABE Application will be added to that account when a request is sent from HFS to the ILPartner Support Team. You will receive an email confirming that it has been added. If you are new to ABE, you will need to register in the ABE Provider Portal and be approved by an administrator to complete the ABE access process before completing tasks in ABE.



Welcome to the State of Illinois  
ABE Provider application

Hi {{attribute.personal\_first\_name}},

You have been approved to access the ABE application via the State of Illinois ILPartner secure authentication service. We have identified you have an existing ILPartner account. Please use it to login and access the ABE Provider application.  
Your username is: {{attribute.personal\_email}}

You can proceed to the ABE Provider Portal to complete your registration using this link: [https://hfs.illinois.gov/medicalproviders/abe\\_asa/asasubmit.html](https://hfs.illinois.gov/medicalproviders/abe_asa/asasubmit.html)

If you experience difficulties accessing your ILPartner account, you can send a help request to your system administrator using the link:  
<https://illinoisgov.okta.com/help/login>

This is an automatically generated message from State of Illinois. Replies are not monitored or answered.



# Creating an ILPartner Account

First create a password using the criteria specified. Next you will select your MFA method for your IL Partner Account. It is best practice to create two MFA methods so if one fails or is not available, the other can be used.

- ✓ A lowercase letter
- ✓ An uppercase letter
- ✓ A number
- ✓ A symbol
- ✓ No parts of your username
- ✓ Does not include your first name
- ✓ Does not include your last name

Enter password

.....

Re-enter password

.....

✓ Passwords must match


**Next**


[Return to authenticator list](#)


## Set up security methods

Security methods help protect your Okta account by ensuring only you have access.

**Set up required**

**Google Authenticator**  
Enter a temporary code generated from the Google Authenticator app.  
Used for access  
[Set up →](#)

**Okta Verify**  
Okta Verify is an authenticator app, installed on your phone, used to prove your identity  
Used for access or recovery  
[Set up →](#)

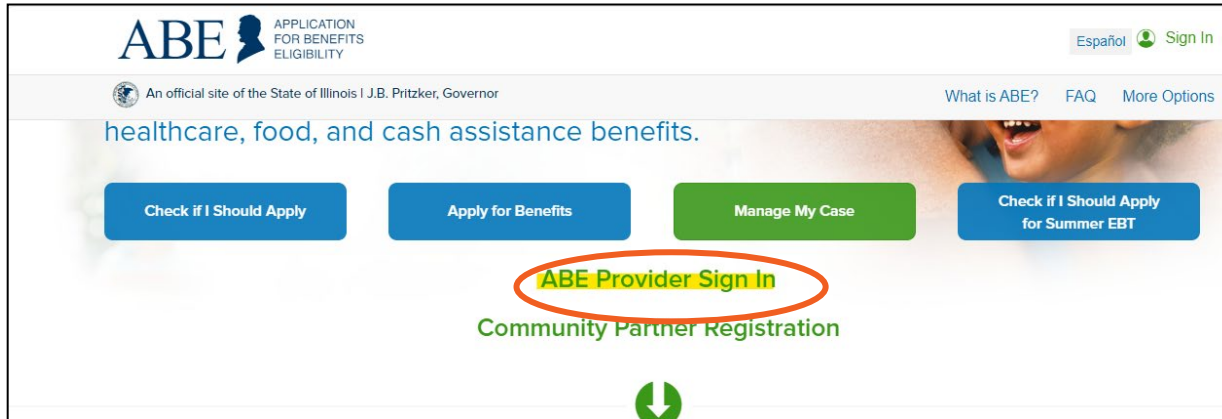
**Phone**  
Verify with a code sent to your phone  
Used for access or recovery



# Account Complete!

- Once MFA methods have been chosen, the IL Partner account creation process is complete, and the ABE application is added to your IL Partner account. This IL Partner account can be used for other State of Illinois's applications that use IL Partner as a login method – such as IMPACT or IES, if you are using the same email. If you already have an ILPartner account using the same email, you will get a different activation email.
- The organization Primary Agency Security Administrator will still need to submit the [Request for Primary Agency Security Administrator Approval](#) for new organizations, this will alert your HFS Liaison to send the account activation email. You will also need to submit all names of users you will want added to ABE to your HFS Liaison
- In the future we will be adding a new tracking system where requests will be submitted for *all* new users, and this is what will trigger ABE or IES account creation.

# Logging into ABE after Account Creation



If this is a first-time ABE user, the user will choose **ABE Provider Registration**. They will complete ILPartner login and then the ABE Registration page.

Existing users will choose, **ABE Provider Login**. They will complete ILPartner login and arrive on the ABE Provider Landing page.

- All Provider Portal users are required to create an IL Partner Account and register in ABE. If you do not have an IL Partner Account, talk with your organization Agency Security Administrator.
- ☒ **ABE Provider Registration** I am a first time user and have an IL Partner Account
  - ☐ **ABE Provider Login** I have already completed registration and have an IL Partner Account

An ABE Provider Portal Account allows you to:

- ✓ Submit Report of Birth - Hospitals only
- ✓ Submit and check status of ABE applications
- ✓ Upload supporting documents for customers
- ✓ Submit MPE or FPPE applications


Exit

Next



# Login After Setup:

On ABE screen click on **ABE Provider Login**  
then click on ABE Sign In; you will be taken to IL Partner for Login



**Enter Email**

Sign In

Username


HFSKAASA-CS@mailinator.com

☐ Keep me signed in

Next

[Unlock account?](#)

[Help](#)



**Enter Password**

HFSKAASA-CS@mailinator.com

Verify with your password

Password


.....

Verify

[Forgot password?](#)

[Verify with something else](#)

[Back to sign in](#)



**Security Method Chosen**

Testy14@mailinator.com


Verify with your phone

Send a code via SMS to +1 XXX-XXX-2640.  
Carrier messaging charges may apply

Receive a code via SMS

Receive a voice call instead

[Back to sign in](#)



**Enter Code Received**

Margaret.IES.ASA@illinois.gov

Verify with your phone

A code was sent to +1 XXX-XXX-2640.  
Enter the code below to verify.  
Carrier messaging charges may apply

Enter Code

639360

Verify



# New User Registration Screen

Section 1 - User Information

\* First Name :

Margarette

Middle Initial :

\* Last Name :

HFSTest

\* Date of Birth :

08/09/1970

Ex: mm/dd/yyyy

\* Business Email Address :

HFSROBASA-MD@mailinator.com

\* Address :

300 main st

\* City :

Quincy

\* State :

Illinois

\* Zip Code :

62301

\* Phone Number :

460454544

☒ I understand that state and federal laws require that information re: Eligibility or ABE programs be safeguarded from unauthorized use

Only 2 sections

Section 2 - Organization Information

Please enter the Provider ID(s) associated with the privilege(s) you have selected above. In order to receive access to a provider location, you must enter a Provider ID that is assigned each of the privileges you have selected. If you need access to multiple Provider IDs, please enter the first ID and then click the 'Add' button to add another ID. If you add a box in error, please click the 'Delete' button to remove it. Your account will need to be approved by a Security Administrator. Once your account is approved, you can log back in and access the locations where you have been approved.

\* Provider ID

Delete

Add

No More Secret Questions!

\* Please select the type of user that you are.

Hospital Providers

☐ I am a regular user for a provider that is certified to submit a Report of Birth.

☐ I am a regular user for a provider that is certified to submit Health Coverage applications.

☐ I am a regular user for a provider that is certified to submit Hospital Presumptive Eligibility (HPE) applications.

☒ I am a designated agency security administrator for a Hospital that is certified to submit a Report of Birth.

Medicaid Presumptive Eligibility Providers

☐ I am the designated agency security administrator for a provider that is certified to submit Medicaid Presumptive Eligibility (MPE) applications and Family Planning Presumptive Eligibility (FPPE) applications.

☐ I am a regular user for a provider that is certified to submit Medicaid Presumptive Eligibility (MPE) applications and Family Planning Presumptive Eligibility (FPPE) applications.

All Kids Providers

☐ I am the designated agency security administrator for a provider that is certified to submit ABE applications.

to upload documents.

Submit

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# Troubleshooting

## What if I let my email expire?

If you miss the activation seven-day window and your email verification link or account activation link no longer work, please contact [Report a Problem.](#)

## What if I forgot my password?

During the ILPartner login process, expand the "Need Help?" and click on the "Forgot your password?" link. You will be asked to enter your current email address/Username and select a security option to verify your identity (SMS, Voice Call, or Email). The system will then prompt you for your new password. Once your new password has been accepted, you will perform the MFA method you chose and then you will be able to login.



# **ILogin – for ABE Customers**





# Preparing Customers

- What if a customer does not have an email address?
- There are several email providers who offer free email accounts. Please note that these providers are not partners with the State of Illinois, and email messages are not stored in State of Illinois systems:
  - Gmail: <https://www.google.com/gmail/about>
  - Yahoo Mail: <https://login.yahoo.com/account/create>
  - Microsoft Live Hotmail: <https://outlook.live.com/owa>

What about customers that do not have and do not want an email?

- Refer to [HFS Application Agents](#) that can submit apps via the Provider Portal, use [paper applications](#), call (800) 843-6154 or go to a [Family Community Resource Center](#)

Users who do not have email account will not be able to establish an ILogin account. Customers will not be permitted to continue to use their current ABE Profile after the transition.



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# Customers:

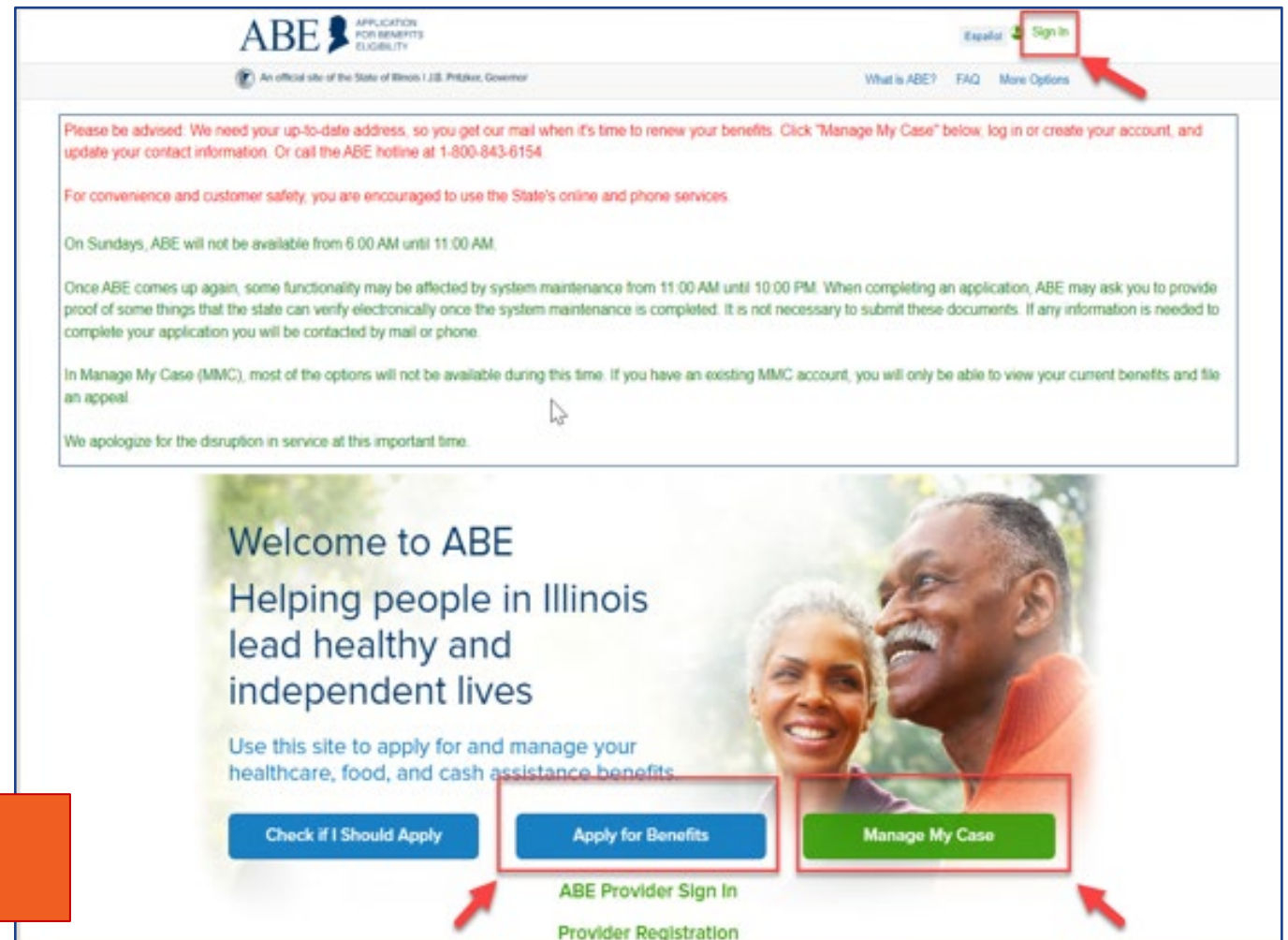
From ABE.Illinois.gov choose:

Apply for Benefits

Login

Manage My Case

Watch the ABE banner for a link to more information and Q & A!



# First time Login: ILogin and ABE

Initial access and setup will be a 3-step process: **Create, Connect, Choose**. **Create** and **Connect** is required one time only. After the **Create** and **Connect** processes are complete, a returning user will **choose ABE Sign In**. To begin, click on **Create an ILOGIN Account** I do not have an ILogin account with State of Illinois.

## ABE Access

All users of [abe.illinois.gov](http://abe.illinois.gov) are required to create an ILogin account with State of Illinois **and** an ABE profile.

- ☒ **Create an ILOGIN Account** I do not have an ILogin account with state of Illinois.
- ☐ **Connect an ABE Profile** I am a first-time or existing ABE user and I have an ILogin Account.
- ☐ **ABE Sign In** I have an ILogin account and connected my ABE profile

An ABE/MMC Profile allows you to apply for and manage your SNAP, Cash and Medical Benefits.

- ✓ Apply for more benefits or renew benefits
- ✓ Update your contact or household information
- ✓ Sign up for electronic notification
- ✓ File and manage appeals
- ✓ Review notices about your case

Exit

Next



## Create

## an ILogin Account

1.

**ILogin**

Create Account

LTSSABtest001@mailinator.com

\*\*\*\*\*

- ✓ At least 8 character(s)
- ✓ At least 1 number(s)
- ✓ At least 1 symbol(s)
- ✓ At least 1 lowercase letter(s)
- ✓ At least 1 uppercase letter(s)
- ✓ Does not contain part of username
- ✓ Does not contain 'First name'
- ✓ Does not contain 'Last name'

Rick

simon

Middle name

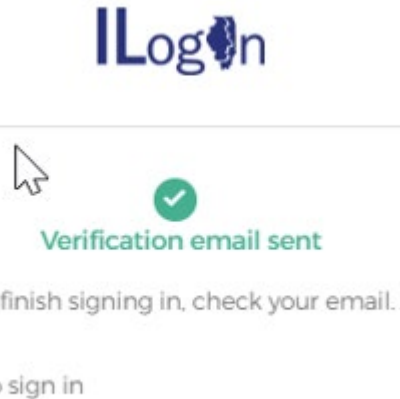
Suffix

\* indicates required field

Register

Back to sign in

2.



3.

State of Illinois

Hi John,

An ILogin account has been created. Your username is **abeuser111deloitte@mailinator.com**

You will need to complete the activation and configuration of your account via the activation link below.

When requested to setup your Multi-Factor Authentication (MFA), it is suggested you setup at least two authentication methods. If one is not available, you have the option to switch to another method without contacting the support team. Okta Verify is a preferred method.

Click the following link to activate your account:

Activate ILogin Account

This link expires in 7 days.

The State of Illinois ILogin sign-in page is <https://ilogin-dev.illinois.gov>

4.

**ILogin**

testy14@mailinator.com

Set up security methods

Security methods help protect your account by ensuring only you have access.

Set up optional

**Google Authenticator**  
Enter a temporary code generated from the Google Authenticator app.  
Used for access  
[Set up →](#)

**Okta Verify**  
Okta Verify is an authenticator app, installed on your phone, used to prove your identity  
Used for access or recovery  
[Set up →](#)

**Security Question**  
Choose a security question and answer that will be used for signing in  
Used for access  
[Set up →](#)

Continue

Back to sign in

1. ILogin account creation page displays and customer enters information.
2. Email is sent for verification
3. Code is received and entered, or link leads them back to ILogin.
4. Customer chooses security method in ILogin and clicks continue.



# Connect ILogin Account to ABE

- After ILogin Account creation user returns to ABE Access screen.
- Next step is to **Connect an ABE Profile**
- Note: the ILogin option is greyed out since the user is logged in.

## ABE Access

All users of [abe.illinois.gov](http://abe.illinois.gov) are required to create an ILogin account with State of Illinois **and** an ABE profile.

☒ **Connect an ABE Profile** I am a first-time or existing ABE user and I have an ILogin Account.

An ABE/MMC Profile allows you to apply for and manage your SNAP, Cash and Medical Benefits.

- ✓ Apply for more benefits or renew benefits
- ✓ Update your contact or household information
- ✓ Sign up for electronic notification
- ✓ File and manage appeals
- ✓ Review notices about your case

Exit

Next

## Connect an ABE Profile

Enter your current ABE user ID and password :

\* User ID

\* Password

Next

[I have never had or cannot remember my ABE login information](#)

User enters known User ID and Password or clicks on link in blue if they have never had or do not remember ABE login information.



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# Choose MMC Activity

After the ILogin account is created and connected to an ABE Profile, the customer can **choose** an activity

### Connect an ABE Profile

Success! Your ILogin Account **Testy12@mailinator.com** is connected to ABE.

Hello, Jamie. You are logged in.

### Apply For Benefits

Welcome! Please click one of the buttons to tell us what you would like to do. Then click the Next button at the bottom of the page.

☐ Start a new application for Health care coverage, SNAP, Cash Assistance, and/or Medicare Savings Program.  
For most people, it will take approximately 30 minutes to fill out the application.

☐ Keep working on an application that you have already started.

☐ Check the status or view an application that you have already submitted.

☐ Manage My Case

☐ File or Manage an Appeal

As you apply for benefits, please do not use the Forward, Back or Stop buttons on your web browser to move from page to page. Instead, use the buttons on this website.

**Note:** You will be logged out after 15 minutes of inactivity.  
If you have technical difficulties using this website, please [Report Technical Difficulties](#)

Exit

Next

**\*\*Manage My Case will continue to require account linking and Identity Proofing.**



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# Logging in Later

The customer will choose the last button on the login screen. This will take the user to the ILogin page

## ABE Access

All users of [abe.illinois.gov](http://abe.illinois.gov) are required to create an ILogin account with State of Illinois **and** an ABE profile.

- ☒ **Create an ILOGIN Account** I do not have an ILogin account with state of Illinois.
- ☐ **Connect an ABE Profile** I am a first-time or existing ABE user and I have an ILogin Account.
- ☐ **ABE Sign In** I have an ILogin account and connected my ABE profile

Exit

An ABE/MMC Profile allows you to apply for and manage your SNAP, Cash and Medical Benefits.

- ✓ Apply for more benefits or renew
- ✓ Update your contact or household
- ✓ Sign up for electronic notification
- ✓ File and manage appeals
- ✓ Review notices about your case

ILogin

## Sign In

Email or Username

Testy14@mailinator.com

Next

[Unlock account?](#)

[Help](#)



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**Next the customer will enter password, use security method, then click verify to go back to ABE :**

ILogon

## Enter Password

\*\*\*\*

 Testy14@mailinator.com

Verify with your password


Password


.....


**Verify**

[Forgot password?](#)

[Back to sign in](#)





 Testy14@mailinator.co

## Verify with your phone

Send a code via SMS to +1 XXX-XXX-XXXX  
Carrier messaging charges may apply


Receive a code via SMS

Receive a voice call instead

[Back to sign in](#)

ILogon

## Enter Code Received

 Testy14@mailinator.com

### Verify with your phone

A code was sent to +1 XXX-XXX-XXXX.  
Enter the code below to verify your account.  
Carrier messaging charges may apply.

Enter Code

**Verify**

[Back to sign in](#)

**Apply For Benefits**

Hello, Jamie. You are logged in.

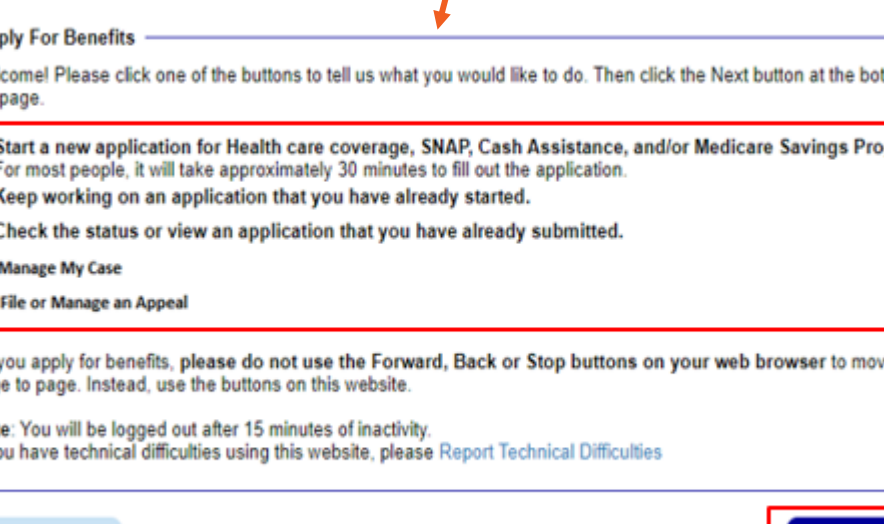
Welcome! Please click on the page.

- ☐ Start a new application  
For most people, it takes about 30 days to get a decision.
- ☐ Keep working on current application
- ☐ Check the status of my application
- ☐ Manage My Case
- ☐ File or Manage an Appeal

As you apply for benefits, you will be logged out of the page. Instead, you will be redirected to the "Apply for Benefits" page.

**Note:** You will be logged out of the page. If you have technical difficulties, please contact the Helpdesk.

After login and MFA  
**Choose** what you want to  
do in ABE



The screenshot shows a web page titled "Apply For Benefits". At the top, a message says "Hello, Jamie. You are logged in." with an orange arrow pointing to it. Below the title, a welcome message instructs the user to click a button to tell what they want to do, then click the "Next" button at the bottom. A red rectangle highlights a list of five options, each with a radio button: "Start a new application for Health care coverage, SNAP, Cash Assistance, and/or Medicare Savings Program.", "Keep working on an application that you have already started.", "Check the status or view an application that you have already submitted.", "Manage My Case", and "File or Manage an Appeal". Below this list, a paragraph explains that users should not use browser navigation buttons but the website's buttons. A "Note" states that users will be logged out after 15 minutes of inactivity and provides a link to "Report Technical Difficulties". At the bottom, there are two buttons: a light blue "Exit" button and a dark blue "Next" button, which is highlighted with a red rectangle.

Hello, Jamie. You are logged in.

### Apply For Benefits

Welcome! Please click one of the buttons to tell us what you would like to do. Then click the Next button at the bottom of the page.

- ☐ Start a new application for Health care coverage, SNAP, Cash Assistance, and/or Medicare Savings Program. For most people, it will take approximately 30 minutes to fill out the application.
- ☐ Keep working on an application that you have already started.
- ☐ Check the status or view an application that you have already submitted.
- ☐ Manage My Case
- ☐ File or Manage an Appeal

As you apply for benefits, please do not use the Forward, Back or Stop buttons on your web browser to move from page to page. Instead, use the buttons on this website.

**Note:** You will be logged out after 15 minutes of inactivity.  
If you have technical difficulties using this website, please [Report Technical Difficulties](#)

**Exit** **Next**





- HFS Application Agents



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# HFS Application Agents Definition

- HFS Application Agents are staff at community-based organizations, health and hospital systems, LTC Facilities and other social service agencies that have ongoing contact with persons likely to be eligible for medical coverage under the State of Illinois Medicaid Program. They can provide outreach, education, and technical assistance for new applications, Manage My Case, and redeterminations.



# HFS AA Agencies Qualifications

- Facilities licensed under the Nursing Home Care Act, the ID/DD Community Care Act, or the MC/DD Act or certified under this Code.
- Medicaid enrolled Providers including Hospitals
- County departments and local governmental units
- Schools, youth service agencies, employer, labor unions, local chamber of commerce, and community-based organizations
- Other categories as approved by the Department



# Requirements

## HFSAAs must be:

- An approved organization type
- A Provider in good standing with the State of Illinois
- Certified with the State Comptroller's Office
- Have a state license if an Insurance Agent/Agency



# New Requirements and Forms

- New requirements include:
  - ☐ An Application Agent Agreement – Legal Agreement between HFS and Agency
  - ☐ A Business Associate Agreement – Covers HIPAA security requirements
  - ☐ A W-9 Form – Business Form required to register as a Provider in the HFS' IMPACT system.
  - ☐ Completion of a Business Profile Form- collect information regarding the primary business
  - ☐ Completion of an Operations and Location Form- collects information regarding Application Agent Staff
- New organizations: Complete and submit a **Request to become an HFS Application Agent** to start the process to join our team!

**Agreements and W-9 should be submitted to [HFS.ApplicationAssisters@illinois.gov](mailto:HFS.ApplicationAssisters@illinois.gov)**



# Application Agent Functions

- Submit and track new applications for medical, SNAP, or Cash Assistance through the ABE Provider Portal
- Check/ view the status of submitted applications
- Create an ABE or MCC Account with applicants
- Provide Medicaid outreach material
- Access Medi simple Eligibility screen



# Helpful Phone Numbers and Links

- Provider Hotline .....1-800-842-1461
- DHS Helpline (for non MPE/FP phone applications or other questions/assistance) .....1-800-843-6154
- IMPACT Help Line .....1-877-782-5565 If you have questions about enrollment or need assistance, call 1-877-782-5565, select option 1 for English, option 2 for Providers and option 1 for IMPACT Enrollment staff.
- Provid [HFS.ABEpartnerportal@illinois.gov](mailto:HFS.ABEpartnerportal@illinois.gov)
- Central Scan Unit Fax number .....1-844-736-3563
- CSU LTC ..... 217-557-4965



The background of the slide features a light blue, semi-transparent pattern of interlocking gears. A large, white, 3D-style question mark is positioned in the center-right of the image. In the top-left corner, there is a small, thin blue line segment. At the bottom of the slide, a thin blue horizontal line spans the width of the image.

# Question?