

Immediate Action Required: Update Contact Information in IMPACT by September 15, 2021

Posted September 14, 2021

Blue Cross and Blue Shield of Illinois (BCBSIL) is requesting all Medicaid providers to take immediate action **by September 15, 2021**. The Department of Healthcare and Family Services (HFS) is requiring providers to update contact information in two different areas of the Illinois Medicaid Program Advanced Cloud Technology (IMPACT) system. The first is in the Single Sign-On portal and the second is inside the IMPACT application directly.

The updates are needed for migration to a new Single Sign-On tool, as well as to update the contact information in IMPACT for email communications. Below is a list of instruction from the [provider notice posted on the HFS website on Aug. 24, 2021](#).

Single Sign-On Portal





HFS is in the process of updating the Single Sign-On tool used with the IMPACT system. The new system **will require** that every user logging into the Single Sign-On portal have a unique email address. Distribution email addresses will no longer be allowed.

All users of the IMPACT system **must** log in and update the email address listed in the Single Sign-On portal of their profile. Providers **must** update the email address to a unique email address that is **not** shared with any other users of the IMPACT System.

To verify the email address associated with your profile in the Single Sign-On portal, please follow the steps demonstrated below:

1. Log in to the IMPACT System at IMPACT.illinois.gov. Select the "Update Profile" button.

Manage your account

	Request Application Access		Update Profile
	Change Password		Update Security Q&A

Access your applications

- [IMPACT](#)

You will see the details of the Single Sign-On profile, after selecting "Update Profile". Please verify and/or update the email address into a unique email address and save the record **by September 15, 2021**.

Contact Information in IMPACT

IMPACT Provider Enrollment Services is responsible for credentialing and enrolling all Illinois Medicaid Provider types. The primary mode of communication between HFS and providers is **email**. Maintaining email and other enrollment information in the IMPACT system is the responsibility of the provider. Keeping this information up to date is important for providers to receive information pertaining to *enrollment status, license expiration, revalidation status, etc.*

How to Update Information?

1. Log into your IMPACT account at IMPACT.illinois.gov and make the necessary changes to any outdated email addresses in the Basic Information section of your enrollment.
2. Submit those changes through the Modification process **by September 15, 2021**.
3. Attached to this notice is a PDF document outlining the modification process in the IMPACT System.



Update Profile - Step 1 of 2

* = Required Fields

*First Name	Middle Initial	*Last Name	Suffix
<input type="text" value="Impact"/>	<input type="text" value="L"/>	<input type="text" value="User"/>	<input type="text"/>
*Email Address	*Confirm Email Address		
<input type="text" value="impactuser@illinois.gov"/>	<input type="text" value="impactuser@illinois.gov"/>		
*Phone Number	*Mobile Number		
<input type="text" value="217-555-1111"/>	<input type="text"/>		
<input type="button" value="Submit"/>	<input type="button" value="Clear"/>		

For additional instructions, see [Provider Modifications \(pdf\)](#)

Contact our Customer Service Dept at 855-653-8126 or your assigned Provider Network Consultant with any questions.

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