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## Informational Notice

Date:

To: All Medical Assistance Program Providers

Re: IMPACT Single Sign-On Migration to the New ILogin System Effective March 25, 2022

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This notice informs providers of an important update to the Department of Healthcare and Family Services (HFS) Illinois Medicaid Program Advanced Cloud Technology's ([IMPACT](#)) Single Sign-On tool **effective March 25, 2022.**

HFS is migrating to a new Single Sign-On tool for the IMPACT system. The new **ILogin** authentication system is the State of Illinois Identity Management solution that adds an additional layer of security to your IMPACT account and requires a Multi-Factor Authentication (MFA) to access it.

The new ILogin authentication system requires every user logging into the Single Sign-On portal to have a unique email address. Group or multi-distribution email addresses will no longer be allowed. **Current IMPACT users must review and update the email address listed in their current IMPACT sign-on profile, as soon as possible, to avoid any issues transitioning to the Single Sign-On tool.** Please refer to the August 24, 2021 Provider Notice [Updating Contact Information in IMPACT](#) for detailed instructions on how to verify and/or update the email address.

**Current users** of the IMPACT system will sign-in with existing credentials to complete a one-time account conversion to the ILogin system. **All new users** of the IMPACT system must establish a Single Sign-On account within the ILogin system and complete the registration process prior to accessing the IMPACT system.

**Please Note:** The IMPACT system will be unavailable between 6:00 PM CST, Tuesday, March 22<sup>nd</sup> through 11:00 AM, CST Saturday, March 26<sup>th</sup>, 2022. **This outage will affect the system access for all functionalities.**

To ensure a smooth transition, HFS will hold two webinars to assist IMPACT users in setting up their new ILogin accounts. You may register for one of the webinars listed below:

Webinar 1: March 16, 2022 @ 1:00 PM CST  
<https://illinois.webex.com/illinois/j.php?MTID=mae5c85cfc9ca7b5a6b745997a05bac5c>

Webinar 2: March 23, 2022 @ 1:00 PM CST  
<https://illinois.webex.com/illinois/j.php?MTID=m196d57e70a23a9bd36fa837a38adb132>

IMPACT users can also use the step-by-step instructional guide found on the HFS IMPACT webpage by clicking on [Presentations and Materials](#) to complete the one-time account conversion or to set up the new ILogin/IMPACT Single Sign-On account.

Questions regarding this notice may be directed to IMPACT Provider Enrollment via email at [IMPACT.HELP@illinois.gov](mailto:IMPACT.HELP@illinois.gov), or by phone at 877-782-5565. Select option 1 for English, option 2 for Providers, then option 1 for IMPACT Enrollment staff.

Kelly Cunningham, Administrator  
Division of Medical Programs