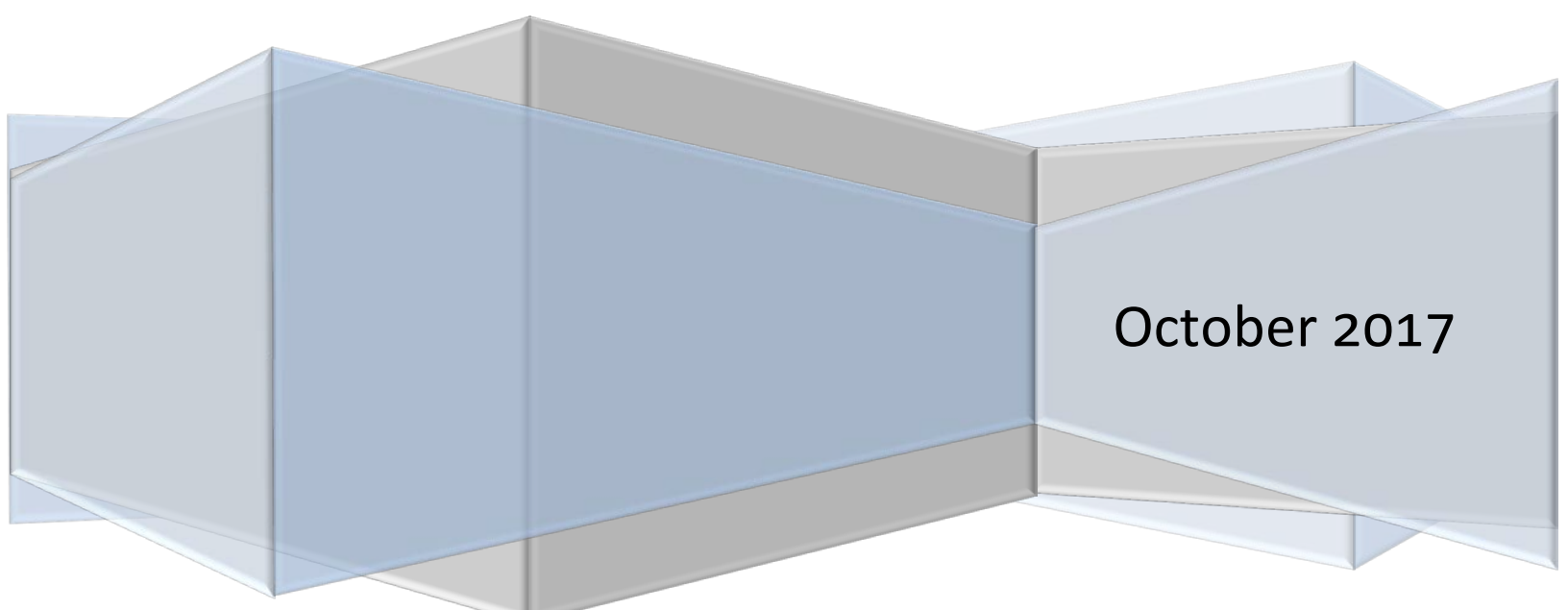




Registration for the Illinois Provider Portal

For Providers



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[Administrators - for New Prescribers and Pharmacies in IMPACT](#)

NEED HELP?

For questions on the Illinois Provider Portal: E-mail ILRx.PortalHelp@Illinois.gov
For assistance with Illinois IMPACT issues: Call 877-782-5565

Registration for the Illinois Provider Portal

IMPACT and the Illinois Provider Portal, part of the Pharmacy Benefits Management System (PBMS), are two separate systems. Enrollment in or changes to data in the IMPACT system are passed to the Illinois Provider Portal on a daily basis.

- 1. If you are registered as an administrator in IMPACT for a prescriber or pharmacy, you will receive an e-mail from ILRx.PortalHelp@Illinois.gov containing instructions for completing your registration as the administrator in the Illinois Provider Portal. **You will have 5 days to complete your registration once you receive the e-mail.** (See Figure 1.) You will not receive an e-mail if you are already successfully registered for the Illinois Provider Portal.**

-Figure 1.

From: ILRx.PortalHelp@Illinois.gov
Sent: Thursday, October 12, 2017 8:55 AM
To: jlogan@ds1.com
Subject: [External] Illinois Provider Portal Successful Registration

Dear Jay;

Greetings from the Illinois Provider Portal

Your registration has been processed. To complete the last step of the process, please follow the link provided. [Finish Registration](#)

Please note, this link is only good until 10/13/2017 08:55:06CDT. If you haven't completed registering by that time, please contact the Illinois Provider Portal Administrators at ILRx.PortalHelp@Illinois.gov

If you believe you are receiving this message in error, please contact the Illinois Provider Portal Administrators at ILRx.PortalHelp@Illinois.gov

This is an automated message; please do not reply to this message

For Administrators of multiple providers:

If you are the administrator for multiple providers in IMPACT, you will receive a Illinois Provider Portal registration e-mail for each provider, but you only have to complete the registration process one time. Once you have registered in the Illinois Provider Portal, all the providers you manage will be automatically associated with your account. All the workers for each provider can be found on the **Worker Management page of the Illinois Provider Portal.**

NOTE: If there are multiple people set as an administrator for a provider in IMPACT, only one of these people will receive the initial Illinois Provider Portal registration. If you did not receive an e-mail, check with the other administrators to see if they received the registration e-mail. It is possible in the Illinois Provider Portal to be in an office manager role for one provider, and a worker role for another. You will only see the users on the Worker Management screen if you are an office manager for the provider.

- Click the **Finish Registration** link in the email to go to the **Finish Registration** screen. Enter your IMPACT ID, create and verify a new password, and set three security questions. One of these questions is used if you need to reset your password in the future. (See Figure 2.)

-Figure 2.

CHANGHE HEALTHCARE Illinois Provider Portal

Return to Login Registration Forgot Password

Finish Registration

Required fields are marked by an asterisk (*).
 Passwords must be 8 to 64 characters long, and contain 2 of the following 3: Upper Case letter(s), Numbers and/or Special Characters
 Special Characters are : !, @, #, \$, &, *, _ , - , =

IMPACT ID*: your IMPACT Single Sign on User Id

Password*:

Verify Password*:

Security Question: Answer:

Security Question: Answer:

Security Question: Answer:

For assistance in completing your registration please visit [this link](#) and reference a document titled "How to Complete Your Registration for the Illinois Provider Portal"

- Once you click **Save**, your Illinois Provider Portal Dashboard will appear, showing the most recently submitted Prior Authorizations (PAs) for all providers you are authorized to view. (See Figure 3.)

-Figure 3.

CHANGHE HEALTHCARE Illinois Provider Portal

Welcome, Jay Logan User Guide PDF Logout

CURRENTLY SELECTED Pharmacy: **WALGREENS #039999**

Dashboard Create PA User Preferences Worker Management Provider Management Help

Participant Pharmacy Formulary Diagnosis

This system contains confidential information.

PA Inbox

Submitted	Ticket Id	Participant Name	PA Status	Drug	Submitted By	Last Updated	Actions
02/10/2017 15:22:31CST	821	JULIE MARKUS	Pending	PERCOCET TAB 5-325MG	WILSON KATHRYN	10/16/2017 14:22:40CST	
02/09/2017 14:05:00CST	818	JULIE MARKUS	Approved	ADAPALENE GEL 0.1%	HAGGARD SHANNON	10/16/2017 14:17:16CST	
02/07/2017 16:08:00CST	817	CODY BANKS	Denied		WILSON GUIJTO KAREN	10/15/2017 08:17:10CST	
02/02/2017 15:49:30CST	806	GERALD WALDREN	Denied	GLASSIA INJ	CRAS JOHN J	10/15/2017 08:10:05CST	
02/02/2017 15:46:30CST	805	BART PARKER	Approved	GLASSIA INJ	Dr melanie mackeben	10/13/2017 03:45:11CST	
02/02/2017 11:16:00CST	798	TERRY CASHELOW	Denied	OXYCOD/APAP TAB 5-325MG	PAIRINWAKUS AIHENA	10/15/2017 03:43:15CST	

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Setting up Workers in the Illinois Provider Portal

For a user to have access to the Illinois Provider Portal for a specific provider, they must meet these requirements:

- Each user must have a unique IMPACT Single-Sign-on User ID.
- Each user must be associated with the prescriber or pharmacy in IMPACT.

1. Click on **Worker Management** from the main menu to see the workers associated with each provider where you are in an office manager role.

Note: If a worker you expect to see is not listed, they are not associated with the provider in IMPACT. Once they are associated correctly in IMPACT, they should appear in this list within 24 hours.

2. To complete enrollment for each worker, click on the **green checkmark** under Actions to change their role from Pending to Office Worker. (See Figure 4.)

-Figure 4.

The screenshot shows the 'Worker Management' page in the Illinois Provider Portal. The page header includes the 'CHANGE HEALTHCARE' logo, the portal name, and user information for 'Jay Logan'. The current provider selected is 'WALGREENS #039999'. The main menu includes 'Dashboard', 'Create PA', 'Submit Claim', 'User Preferences', 'Worker Management', 'Provider Management', and 'Help'. The sub-menu includes 'Participant', 'Prescriber', 'Formulary', and 'Diagnosis'. The 'Worker Management' section contains a message about the responsibility of managing staff and a note about the maximum number of office managers per provider. Below this is a table of workers.

Username	First Name	Last Name	Works for	Role	Effective Date	Expiration Date	Actions
lindas	Linda	Schultz	WALGREENS #02149	Office Worker	01/01/1900	09/30/2017	
willr2	William	Reese	WALGREENS #02149	Office Worker	01/01/1900	06/06/2079	
lindas	Linda	Schultz	WALGREENS #02567	Office Worker	01/01/1900	06/06/2079	
karenh2	Karen	Hale	WALGREENS #03949	Office Manager	01/01/1900	06/06/2079	
jenniferd2	Jennifer	Dewitt	WALGREENS #03949	Office Worker	01/01/1900	06/06/2079	
lindas	Linda	Schultz	WALGREENS #03949	Office Worker	01/01/1900	06/06/2079	
KeishaS	Keisha	Stanley	WALGREENS #03949	Pending	01/01/1900	06/06/2079	
jime	Jim	East	WALGREENS #03949	Office Worker	01/01/1900	06/06/2079	



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A registration email will be sent to the worker, similar to the one you received when registering for the Illinois Provider Portal. They generally have 4-5 days to complete the registration. In order to complete the registration, each worker needs to click on the link in the e-mail, then enter their IMPACT ID, and set their password and security questions. Once the worker registers, they will have access to the Illinois Provider Portal. If their link expires before they complete the registration, they should follow the instructions on the e-mail and contact ILRx.PortalHelp@Illinois.gov to receive a new e-mail.









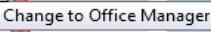


Workers with Multiple Providers – A worker who is associated with multiple providers in IMPACT only needs to register one time for the Illinois Provider Portal. Once their account is activated, when they are given new access, they receive an e-mail letting them know they are now associated with the provider. The new provider will appear in their list of providers on the **Provider Management** menu option.

Assigning Office Worker / Office Manager Roles

Adding a Second Office Manager

New workers default to the role of Office Worker. You can have one additional person in an Office Manager role other than yourself. If you want to change an Office Worker to an Office Manager, click on the Office Worker  icon and it will change to Office Manager.  (See Figure 5.) The Office Worker icon is only visible when the second office manager role has not been assigned.




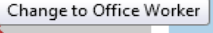






-Figure 5.









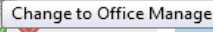


Username	Role	Actions
karenh2	Office Worker	 
jenniferd2	Office Worker	 
lindas	Office Worker	 
jime	Office Worker	  
PattyS	Pending	 










Changing the Second Office Manager

If you have already assigned the second Office Manager role and want to make a change, click the Office Manager icon next to their name and it demotes that person to an Office Worker. The Office Worker icons will then appear next to each worker eligible to be promoted. Click the icon next to the worker to be promoted, and it will make them an Office Manager. (See Figure 6.) The Office Worker icons will then disappear from the other workers.

-Figure 6.

Username	Role	Actions
karenh2	Office Worker	
jenniferd2	Office Manager	  
lindas	Office Worker	 
jime	Office Worker	 
PattyS	Pending	 

Username	Role	Actions
karenh2	Office Worker	 
jenniferd2	Office Worker	 
lindas	Office Worker	 
jime	Office Worker	  
PattyS	Pending	 

Username	Role	Actions
karenh2	Office Worker	
jenniferd2	Office Worker	
lindas	Office Manager	 
jime	Office Worker	  
PattyS	Pending	 

Deleting Office Workers

If a worker will no longer be working for a provider, click the red “X” under Actions to delete the individual’s account. If the office worker is associated with other providers, they will still be able to access the Illinois Provider Portal for those providers, but they will no longer be able to access the information for this provider.

NOTE: If you accidentally delete a worker from a specific provider, you will need to go into the provider’s IMPACT account and reset the effective date for the worker. The user will appear back on the Worker Management screen as “Pending” in the Illinois Provider Portal within 24 hours. Activate them by clicking the green checkmark.

Selecting a Specific Provider

You can see all the providers you are associated with on the **Provider Management** screen. The currently selected provider appears at the top of the screen at all times. (See Figure 7.) When you create a PA or submit a claim, the information will default to the currently selected provider. You can switch to a different provider while entering the PA or claim. Your dashboard will display the status of PAs entered for all your providers.

-Figure 7.

The screenshot shows the 'Illinois Provider Portal' interface. At the top, it says 'CHANGE HEALTHCARE Illinois Provider Portal' and 'Welcome, Jennifer Dewitt'. Below the header, there are navigation links: 'Dashboard', 'Create PA', 'Submit Claim', 'User Preferences', 'Worker Management', 'Provider Management', and 'Help'. The 'Provider Management' section is active, showing 'CURRENTLY SELECTED Pharmacy: WALGREENS #03949'. Below this, there is a table of providers:

Provider NPI	Provider Name	Provider Address	Actions
1790791267	WALGREENS #03949	3046 N HALSTED ST	Clear
1851480545	FREEDOM FERTILITY PHARMACY	12 KENT WAY STE 120F	Select

At the bottom of the page, there is a copyright notice: '©2010 - 2017 Change Healthcare. All rights reserved' and a link to contact support: 'If you have questions, comments or concerns on the information provided, please contact Us.'

[Workers - Setting up Your Account in Illinois Provider Portal](#)

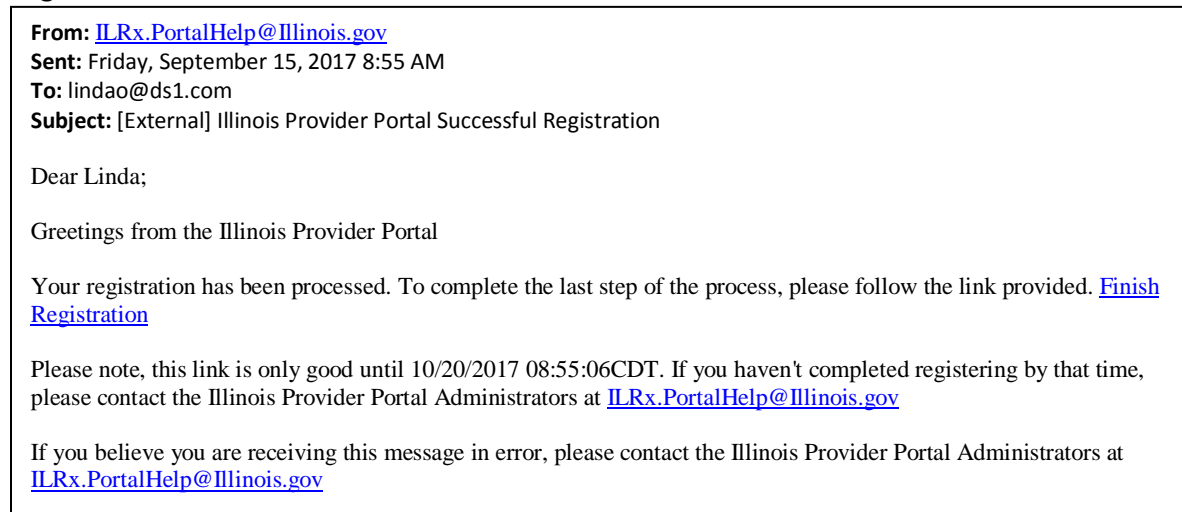
Requirements:

- Each user must have a unique IMPACT Single-Sign-on User ID
- Each user must be associated with the prescriber or pharmacy in IMPACT

Registration for the Illinois Provider Portal

1. Your registration for the Illinois Provider Portal begins when your Illinois Provider Portal administrator authorizes you to work for a provider. You will receive an e-mail with instructions for completing your registration. **You will have 5 days to complete your registration once you receive the e-mail.** (See Figure 8.)

-Figure 8.



NOTE: If you do not receive an e-mail, check with your Illinois Provider Portal administrator to determine the reason. **If your link expires,** follow the instructions on the e-mail.

2. Click the **Finish Registration** link in the email to go to the **Finish Registration** screen. Enter your IMPACT ID, enter and verify a new password, and set three security questions. One of these questions is used if you need to reset your password in the future. (See Figure 9.)

-Figure 9.

CHANGE HEALTHCARE Illinois Provider Portal

Return to Login Registration Forgot Password

Finish Registration

Required fields are marked by an asterisk (*).
Passwords must be 8 to 64 characters long, and contain 2 of the following 3: Upper Case letter(s), Numbers and/or Special Characters
Special Characters are : !, @, #, \$, %, ^, *, &, ' _ , =

IMPACT ID*: loconnell1 This is your IMPACT Single Sign on User Id

Password*: ●●●●●●●●

Verify Password*: ●●●●●●●●

Security Question: In what city or town did your mother and father meet? Answer: FrostBiteFalls

Security Question: In what city or town was your first job? Answer: Snowman

Security Question: What was your favorite place to visit as a child? Answer: Skjump

For assistance in completing your registration please visit this link and reference a document titled "How to Complete Your Registration for the Illinois Provider Portal"

Save

3. Once you click **Save**, your Illinois Provider Portal Dashboard will appear. (See Figure 10.)

-Figure 10.

The screenshot shows the Illinois Provider Portal dashboard. At the top, there is a navigation bar with the Illinois logo, 'CHANGE HEALTHCARE Illinois Provider Portal', and user information 'Welcome, Linda O'Connell'. Below this is a menu bar with options like 'Dashboard', 'Create PA', 'User Preferences', 'Worker Management', 'Provider Management', 'Help', 'Participant', 'Pharmacy', 'Formulary', and 'Diagnosis'. A red banner states 'This system contains confidential information.' Below that is a 'PA Inbox' section with a table of prior authorization requests.

Submitted	Ticket Id	Participant Name	PA Status	Drug	Submitted By	Last Updated	Actions
02/10/2017 15:22:31CST	821	JULIE MARKUS	Pending	PERCOET TAB 5-325MG	WILSON KATHRYN	10/16/2017 14:22:40CST	
02/09/2017 14:05:00CST	818	JULIE MARKUS	Approved	ADAPALENE GEL 0.1%	HAGGARD SHANNON	10/16/2017 14:17:16CST	
02/07/2017 16:08:00CST	817	CODY BANKS	Denied		WILSON GUINTO KAREN	10/15/2017 08:17:10CST	
02/02/2017 15:49:30CST	806	GERALD WALDREN	Denied	GLASSIA INJ	CRAS JOHN J	10/15/2017 08:10:05CST	
02/02/2017 15:46:30CST	805	BART PARKER	Approved	GLASSIA INJ	Dr melanie mackeben	10/13/2017 03:45:11CST	
02/02/2017 11:16:00CST	798	TERRY CASHELOW	Denied	OXYCOD/APAP TAB 5-325MG	PHILIPPOUS AIHENA	10/15/2017 03:43:15CST	
		BART			BART PARKER		

At the bottom of the dashboard, there is a copyright notice: '©2010 - 2017 Change Healthcare. All rights reserved.' and a contact link: 'If you have questions, comments or concerns on the information provided, please contact Us.'

The dashboard shows all the prior authorization (PA) requests submitted, by phone, fax, or through the Illinois Provider Portal for all the providers for whom you can work.

Working for Multiple Providers

Each provider in the Illinois Provider Portal is managed as a separate account. Once that account has an active administrator, the administrator will authorize the workers for that provider.

If you are associated with multiple providers in IMPACT, your name will appear as a pending worker in the Illinois Provider Portal administrator's account for each provider. Once the administrator for that provider authorizes you to work, you'll receive an e-mail notice stating you can now work for this provider.

Selecting Your Provider

The currently selected provider appears at the top of the screen above the menu bar at all times. (See Figure 11.)

-Figure 11.

The screenshot shows the top portion of the Illinois Provider Portal dashboard. It features the 'CHANGE HEALTHCARE' logo and 'Illinois Provider Portal' text. Below this, it indicates 'CURRENTLY SELECTED Pharmacy: WALGREENS #03949'. A menu bar contains options: 'Dashboard', 'Create PA', 'Submit Claim', 'User Preferences', 'Worker Management', 'Provider Management', 'Help', 'Participant', 'Prescriber', 'Formulary', and 'Diagnosis'.

Click on the **Provider Management** tab of the main menu to see a list of your authorized providers. (See Figure 12.)

-Figure 12.

The screenshot shows the Illinois Provider Portal interface. At the top, the logo for CHANGE HEALTHCARE is visible, along with the text 'Illinois Provider Portal'. The user is logged in as Linda O'Connell, and there are links for 'User Guide PDF' and 'Logout'. The current status is 'CURRENTLY SELECTED' with the pharmacy 'WALGREENS #03949' selected. The main navigation menu includes 'Dashboard', 'Create PA', 'Submit Claim', 'User Preferences', 'Worker Management', 'Provider Management', and 'Help'. Below the navigation, there are sub-menus for 'Participant', 'Prescriber', 'Formulary', and 'Diagnosis'. The main content area is titled 'Provider Management' and prompts the user to 'Please Select a Provider to work for'. It indicates that 2 providers were found and displays a table with the following data:

Provider NPI	Provider Name	Provider Address	Actions
1790791267	WALGREENS #03949	3046 N HALSTED ST	Clear
1851480545	FREEDOM FERTILITY PHARMACY	12 KENT WAY STE 120F	Select

At the bottom of the page, there is a copyright notice: '©2010 - 2017 Change Healthcare. All rights reserved.' and a link to contact support: 'If you have questions, comments or concerns on the information provided, please contact Us.'

To switch providers, click **Select** on their record. The new provider should display at the top of the screen as CURRENTLY SELECTED. You can also switch between providers while creating a PA request or submitting a claim.