Creating an Account in the ABE Partner Portal

1. From the ABE Homepage click on the ABE Partner Login link. You will use this link each time you return to ABE. Do NOT use the Login button in the upper right corner of the homepage.
2. Click the **Create a new ABE User ID and Password** link to create your account.

3. Complete the questions in **Section 1 – User Information**. You will be asked to enter an e-mail address. For security purposes your work email should be used. This e-mail will be used to verify your identity through Multifactor Authentication (MFA). More about MFA below. Each organization’s Primary ASA will set-up the organization’s initial registration, indicating that they are the designated ASA in Section 1. Regular users follow the same User Account Setup procedure and indicate that they are a regular user by selecting the appropriate check box under **Please select the type of user that you are**.

*Each organization must designate an ABE Agency Security Administrator(s) before any staff can use the Partner Portal functionality (see the ASA Guide for further instructions). If you are not that person, please do not choose this selection. Use ‘Regular User’.*

**NOTE:** Hospital ASAs will need to choose ASA and the functionality they are using!
IMPORTANT INFORMATION! In Section 1, as part of the account set up process, you must check a box, indicating that you understand the laws regarding confidentiality of client data. Please be sure to read this paragraph and understand your responsibilities.

4. In Section 2 – Provider User ID and Password, create a personal User ID and Password that you will use to login to ABE on an ongoing basis. The secret questions and responses you choose will be used as a security check if you need to recover your password. It is important to write down your User ID and answers to your chosen security questions and store them in a secure location. Passwords cannot be reset without correct answers. User IDs CANNOT be recovered! If you forget your ID or are not able to reset your password, you will need to go through the User Account set up process again.

You will be required to change your ABE password every six (6) months. If you forget to change your password, you will be blocked from using ABE until it has been updated. Each user must create their own unique User ID and Password. User IDs and Passwords should NEVER be shared or stored! Always answer [Not for this site] if the below banner pops up on the bottom of your screen!
5. **Section 3 – Organization Information.** Enter your organization’s **Provider ID** issued by the State of Illinois through the IMPACT system. Click **[Submit]**. If you do not know your HFS Provider ID, contact your office administrator or billing office.

*This section will not display until you have entered a ‘user type’ in Section 1.*

6. For Providers whose organization has multiple locations or offices, click the **[Add]** button and an additional **Provider ID** box will display. If you have clicked the [Add] button in error, simply click the [Delete] button.

***For Hospital ASAs, two Provider ID boxes will appear, enter your ID in both boxes.***

**Tip:** If you need to add multiple Provider numbers, add them before entering your password and security questions. As a security measure ABE wipes out these responses when the page is refreshed.

7. Once all required fields are complete on the page, click **[Submit]**.

*S Sometimes there is a problem with the information you have entered on your User Account Setup. If you scroll to the top of the page there will be a message that lets you know what the problem is.*
If there are no problems the Account Set-up Confirmation page will display.

8. If you are the Primary Agency Security Administrator, you must submit your ABE Registration Form 1706P to the HFS Global Security Administrator (GSA) at HFS.ABEPortalReg@illinois.gov for approval. You must be approved before you can approve others in your hospital, agency or organization to use the portal. This Form can be found on the Medical Forms page under Providers, labeled Application for Benefits Eligibility (ABE) (pdf).

9. Once regular users successfully register in the ABE Partner Portal, fill out the ABE Registration Form 1706P and submit to the hospital’s Primary ASA for record keeping and audit purposes. This will also serve as a notification to your ASA that your registration is ready for review and approval.

10. Your Agency’s ASA will then approve your ABE registration.

11. Once you have registered and your ASA has approved you to use the ABE Partner Portal, you are ready to begin.