

Provider Memorandum

Deadline Approaching for HFS-Required IMPACT Updates

Molina Healthcare of Illinois (Molina) is urging all providers to take immediate action. The Department of Healthcare and Family Services (HFS) is requiring all providers to update contact information in two different areas of the IMPACT system **by September 15, 2021**.

The first is in the Single Sign-On portal, and the second is inside the IMPACT application. **The information must be updated by September 15, 2021**. The updates are required so HFS can migrate to a new Single Sign-On tool and to ensure you receive critical email updates via the Provider Enrollment module.





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 one that is **not** shared with any other users of the IMPACT System. Follow these steps:

1. Log into the IMPACT System at IMPACT.illinois.gov and select the button called **Update Profile**.

Manage your account

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

Access your applications

- [IMPACT](#)

2. You will see the details of the Single Sign-On profile. Verify or update the email address to a unique email address, and save the record **by September 15, 2021**.



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"/>		

Contact Information Is Critical

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 it updated is essential for you to receive critical information pertaining to enrollment status and much more.

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. Submit those changes through the Modification process **by September 15, 2021**.

Contact the IMPACT Provider Enrollment staff at **(877) 782-5565** with any questions.

Questions?

We're here to help. Contact your Provider Network Manager or email the Provider Network Management team at MHILProviderNetworkManagement@MolinaHealthcare.com. For help identifying your Provider Network Manager, visit [Molina's Service Area](#) page at MolinaHealthcare.com.

Availity Provider Portal

We continue our transition to the Molina Availity Provider Portal, a tool that streamlines your claims management, authorizations, and eligibility/benefit verification. Are you registered yet? [Click here](#) to get started.

Get Critical Updates

Receive news and updates about Molina services and plan requirements delivered straight to your inbox. [Click here](#) to join Molina's provider email list.

Note: Molina's website and documents are best viewed in Google Chrome or Microsoft Edge.