



Blue Cross and Blue Shield of Louisiana  
HMO Louisiana

May 13, 2022

## iLinkBlue Multi-factor Authentication and New Delegated Access Application

Dear Provider:

As a reminder, Blue Cross and Blue Shield of Louisiana is making two important changes in June that will affect all iLinkBlue users and administrative representatives.

### Multi-factor authentication required for iLinkBlue access

Beginning June 13, 2022, multi-factor authentication (MFA) verification will be required for iLinkBlue users to securely access iLinkBlue ([www.bcbsla.com/ilinkblue](http://www.bcbsla.com/ilinkblue)). MFA is a security feature that authenticates who you are when logging in. This is done through the delivery of a unique identifier, based on your preference of delivery.

iLinkBlue users should preregister now to indicate their preferred authentication methods. Please preregister **at least two methods** of verification (email, text, voice call, and/or smartphone app). Our step-by-step instruction guide for MFA registration is available at [www.bcbsla.com/providers](http://www.bcbsla.com/providers) >Resources >Speed Guides.

### New Delegated Access application for user security setup coming soon

On June 13, 2022, Blue Cross is introducing a new security setup application for administrative representatives called Delegated Access. It will be available through iLinkBlue only. This application replaces the existing Sigma Security Setup Tool. The new application gives administrative representatives a better user experience with simpler navigation while maximizing functionality.

On June 7, 2022, Blue Cross is disabling the existing Sigma Security Setup Tool. This means you cannot make security setup changes until the new application is available on June 13. During this time, Blue Cross is migrating your provider organization's user data to the new application. This allows seamless access when using the new application. **Administrative representatives should make sure they have access to iLinkBlue prior to June 7.**

Enclosed with this letter is a Security Setup Readiness Guide to help administrative representatives prepare for this transition.

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**Administrative representative training**

In May and early June, our Provider Relations Team is hosting educational webinars for administration representatives. These sessions showcase the features of the new Delegated Access application in iLinkBlue. Registration links for these webinars are included in our bi-monthly emails for our upcoming provider training events. If you have not received an invitation and want to attend, please contact our Provider Relations Department.

**Contact Us**

If you have questions about these changes, please contact our Provider Relations Department at [provider.relations@bcbsla.com](mailto:provider.relations@bcbsla.com) or 1-800-716-2299, option 4.

Thank you for working with us as we maintain a secure environment when connecting to our online resources!

Sincerely,

Provider Operations,  
Health Services Division

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