Security Setup Readiness Guide

A New Security Setup Application is Coming Soon

In June 2022, we are introducing Delegated Access. This is a new security setup application for administrative representatives that will be available through iLinkBlue (www.bcbsla.com/ilinkblue) only.

Delegated Access will replace the existing Sigma Security Setup Tool. This new application will give administrative representatives a better user experience with simpler navigation while maximizing functionality.

We designed this readiness guide to help you prepare for this transition.

- Below you will find the steps administrative representatives should complete before Delegated Access launches in June. We recommend completing these tasks now to help ensure a smooth transition to this new application.

- On the reverse side of this guide, you will find troubleshooting tips. We prepared solutions to scenarios administrative representatives may encounter once the new application launches.

Steps to Complete Before the New Application Launches in June

❶ Grant yourself iLinkBlue user access now.

Delegated Access will be available through iLinkBlue only. If you have never granted yourself Tax ID/NPI Access in the Sigma Security Setup Tool, please follow the steps below. This will ensure you can access iLinkBlue to use the new application in June.

- Log into the Sigma Security Setup Tool at https://AuthPortalSecurity.bcbsla.com.
- Select "**Access**" from tool bar.
- Select "**Request For Self**."
- Select "**Add/Remove Access**."
- Locate the **Tax ID/NPI Access** folder. Select the types of access you wish to add. Click on the "plus sign."
- Under the SIGMA cart, select "**Check Out**."

❷ Change your password before June 7 to ensure your account is active.

Your Sigma Security Setup Tool and iLinkBlue accounts share the same username and password. Currently, passwords expire every 30 days in the the Sigma Security Setup Tool. To ensure your password does not expire during the transition, please follow the steps below:

- Access the Sigma Security Setup Tool at https://AuthPortalSecurity.bcbsla.com.
- Select "**Forgot Password**."
- Follow the prompts to change your password.

This will keep your account active when Blue Cross begins migrating administrative representatives into Delegated Access.

Note: If you receive a "Password Disabled" message when you log into the Sigma Security Setup Tool, contact our Provider Identity Management (PIM) Team at PIMTeam@bcbsla.com or 1-800-716-2299, option 5 for assistance.

❸ Use the Sigma Security Setup Tool to setup or change user access before June 7.

Administrative representatives can use the Sigma Security Setup Tool to add or change user access until June 7, 2022. At that time, Blue Cross will migrate the data housed in the tool for your provider organization to the new application. You will not need to reload information into Delegated Access. Administrative representatives can begin using the new application to manage users on June 13, 2022.

–See reverse for troubleshooting tips–

Troubleshooting Tips After the New Application Launches in June
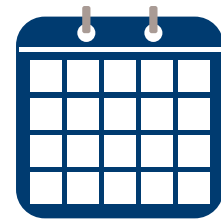
Delegated Access, the new security setup application in iLinkBlue, will give administrative representatives a better user experience. Some of the improvements include an easier way to solve issues on your own. Below are solutions to common scenarios you may encounter after the new application launches on **June 13, 2022**.

Scenario No. 1: My iLinkBlue account is locked after entering the wrong password.

This can happen after three successive incorrect password entries on the iLinkBlue login screen. The administrative representative will need to reset their password when this occurs. Simply follow the iLinkBlue Reset Password steps below to unlock your account.

Scenario No. 2: My iLinkBlue account is active, but my password is expired.

After the new application launches in June 2022, iLinkBlue passwords will expire every 180 days. Administrative representatives can reset their own password if it has expired. Follow the iLinkBlue Reset Password steps below.

Scenario No. 3: My administrative representative iLinkBlue account is locked due to inactivity.

Delegated Access will be available in iLinkBlue only. As an administrative representative, it is important to periodically log into iLinkBlue to keep your account active.

iLinkBlue locks your administrative representative account upon 180 days of inactivity. Once locked due to inactivity, administrative representatives will need to contact the PIM Team at PIMTeam@bcbsla.com or 1-800-716-2299, option 5 to reactivate the account.

Note: iLinkBlue terminates your account if it remains inactive for one year. If iLinkBlue terminates your account, the administrative representative will need to contact our PIM Team for assistance. You will need to complete a new Administrative Representative Registration Packet (available on our website at www.bcbsla.com\providers).

Scenario No. 4: One of my user's iLinkBlue accounts is locked due to inactivity.

iLinkBlue also locks the accounts of the iLinkBlue users that you manage upon 180 days of inactivity. Once locked due to inactivity, the administrative representatives will need to deactivate the existing account for the user through the Delegated Access application. Then create the user a new account through Delegated Access.

Reset Password for iLinkBlue

1. On the iLinkBlue login screen, click on "**Forgot/Reset Password**."
2. Enter your Username.
3. Click on "**Send Request**."
4. The system will send you an email to reset your password. If the email does not appear in your inbox, please check your email junk and spam folders.
5. Click on the link in the email. Follow the prompts to set up a new password.

If you do not receive the email, contact our PIM Team at PIMTeam@bcbsla.com or 1-800-716-2299, option 5.