



August 9, 2022

Implementation of Delegated Access and iLinkBlue MFA

Dear Provider:

In June, we experienced unexpected challenges during the deployment of the new iLinkBlue security changes and had to pause implementation of the new security setup tool and multi-factor authentication (MFA). Blue Cross and Blue Shield of Louisiana understands the importance of iLinkBlue to our providers and for this reason it is equally important to us that you have the best user experience; even when transitioning to new security protocols.

Since June, we have worked to ensure no further issues will cause inconvenience to our iLinkBlue users upon deployment of the new Delegated Access security application and multi-factor authentication process for login. Use the chart below to identify important implementation dates.

| Date | Security Change |
|-----------------------|---|
| August 30, 2022 | <ul style="list-style-type: none"> Blue Cross will stop setting up new administrative representatives in the existing Sigma Security Tool. This is in preparation for migrating data to the new security setup application called Delegated Access. If you need to designate a new administrative representative to use Sigma before it is disabled, please do so before August 30. Registration packets are available online at www.bcbsla.com/providers > Designate Your Rep. |
| September 2 – 8, 2022 | <ul style="list-style-type: none"> The Sigma Security Setup Tool will be disabled. During this time, administrative representatives, as well as our Provider Identity Management (PIM) Team, will not be able to make any security access changes. |
| September 9, 2022 | <ul style="list-style-type: none"> The new Delegated Access application will be available to administrative representatives. It must be accessed through iLinkBlue. Administrative representatives and our PIM Team can begin making security setup changes using the new application. MFA verification will be required for all iLinkBlue users to securely log into iLinkBlue (www.bcbsla.com/ilinkblue). It is a security feature that authenticates who you are and is done through the delivery of a unique identifier code, based on your preference of delivery. |

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Preregister for MFA

iLinkBlue users should preregister now to indicate their preferred MFA verification 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 >Resources >Speed Guides. Note: If you previously registered with PING for MFA verification, you do not have to register again.

Administrative representative training

Our Provider Relations Team is hosting additional educational webinars for administration representatives on September 7 and 21. These sessions will showcase the features of the new Delegated Access application in iLinkBlue. Registration links for these webinars are included in our bimonthly 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 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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