

EntryKeyID: Summary of Key Changes



What's Happening? Arizona Complete Health-Complete Care Plan/Centene portal users will have a new login experience. We have given this experience the name EntryKeyID. This new way to log in gives you a single ID and password.

Why move to EntryKeyID?

The change makes it easier to login to our health plan portals. You only need one login to manage all of our health plan accounts.

Key Changes and Actions Required After October 12, 2021

Changes start after October 12, 2021. Here are some common things users need to know. The first time they log in with EntryKeyID.

What Will Arizona Complete Health-Complete Care Plan/Centene Secure Portal Users See?

Users will see EntryKeyID branded login and registration screens with a few administrative changes.

1. Security questions are no longer used.
2. Sign-in Seals are no longer used.
3. Log in is two screens instead of one. Enter your username (email address) on the first screen. Enter your password on the second screen.
Why two screens? EntryKeyID checks the username you enter on the first login screen to:
 - Verify who you are.
 - Check the status of your account.
 - Provide guidance and next steps when the account is locked or disabled.
4. Forgot password? link changed to a Trouble logging in? link.
This self-service feature lets users reset their own password and unlock their account.
5. Trouble logging in? link lets users reset their password or unlock their account. An account recovery link is sent to the email address on the account.
6. Password requirements have changed slightly:
 - Must be 8 or more characters
 - Must contain 3 of the following:
 - One lower case
 - One upper case
 - One number
 - One special character

What will users do?

Users who already have an account on a secure Arizona Complete Health-Complete Care Plan/Centene Portal are asked to do the following when they log in for the first time after October 12, 2021:

1. **Reset your password.** The account recovery link is emailed to the email address used to log in.
2. **Click Recover Your Account in the email.** Users are taken to the screen where they can create a new password.
Note: Users can reuse the same password used before.
3. **Use the new password to log in** once the password reset is complete.

Some users who have more than one account must re-register the first time they log into an account.

About EntryKeyID

What is EntryKeyID?

EntryKeyID is a secure way to login to the Arizona Complete Health-Complete Care Plan/Centene Portals. This tool lets you create an account to use on all of our secure portals.

Your email address and password give you permission to log in and manage your Arizona Complete Health-Complete Care Plan/Centene Portal accounts.

What does EntryKeyID do? EntryKeyID uses two steps to verify your access to a secure portal:

- 1) Username (email address)
- 2) Password

How do I access EntryKeyID to create an account? EntryKeyID can only be accessed from:

- A Arizona Complete Health-Complete Care Plan/Centene login link on a public page
- An email sent to you by EntryKeyID support

I do business with more than one Centene health plan. How do I register all of them with my EntryKeyID? Log into the portal with your EntryKeyID account:

1. Locate the login link for the new plan that you want to register.
2. Complete the registration process.
3. Repeat Steps 1 through 2 for each health plan you want to register.

Benefits of Using EntryKeyID

EntryKeyID uses your email address to:

- Identify who is logging into a portal.
- Verify access with the correct password
- Know the status of the account.
- Show the right self-service screens.
- Reset passwords.
- Unlock accounts.

EntryKeyID improves account management and security.

- Replaces security questions and codes with email verification.
- Keeps the same strong password requirements.

EntryKeyID provides a single login experience for accessing health plans

When you register one or more Centene health plans under your EntryKeyID login account, you

- Authorize your right to view and manage those health plans on the portal.
- Log in once. Enjoy access to all your registered health plans on any portal using EntryKeyID.

One username (email) + One password = One Login Experience

The EntryKeyID Experience

For Individuals on the Arizona Complete Health-Complete Care Plan/Centene Portal with One Account Prior to 10/12/2021

What can I expect when I log in for the first time after October 12, 2021? You will need to reset your password. After you complete the initial password reset, you can use the secure portal as usual.

Can I use the same password that I had on the portal before the EntryKeyID launch? Yes. You can use the same password you had before, provided it meets the current password security policy, but you will still need to reset your password the first time you log in after the September 16 launch of EntryKeyID. **Note:** Username must be your email address.

See also: [What are the requirements for passwords?](#)

For Individuals on the Arizona Complete Health-Complete Care Plan/Centene Portals with More Than One Health Plan Account Prior to 10/12/2021

What can I expect when I log in for the first time after the evening of October 12, 2021? You will need to reset your password for each account that has a different username (email address). **See also:** [Combined Accounts](#)

Can I use the same password that I had on the portal before the EntryKeyID launch? Yes. You can use the same password you had before, provided it meets the current password security policy, but you will still need to reset your password after the October 12 launch of EntryKeyID.

For New Users on the Arizona Complete Health-Complete Care Plan/Centene Portal after the evening of 10/12/2021

What can I expect when creating a new EntryKeyID account or registering a new health plan account? You will need to go through the EntryKeyID account creation and health plan registration processes.

For Individuals Sharing Login Information

What should I be aware of if I share an EntryKeyID account in my practice?

- Create individual login accounts as a best practice.
- Notify other users of account changes to prevent accidental account locks.
- Attempting to log in five times in a row with the wrong email address locks the account.

Why am I being asked to update my password?

You will be asked to reset your password the first time you login. As part of this new experience, your password reset link is emailed to the email address on your account

If I have multiple accounts, will I have to log in and reset the password for each one? Yes, you will need to reset the password for each of your accounts on the affected portals if you don't use the same user name for all of them.

If I create a new account after the launch of EntryKeyID, will I have to reset the password to log in?

No. If you create a new account after the launch of EntryKeyID, you can log in to your new account right away. A password reset would only be required if your password expired or you forget it.

Where will my password reset link be sent?

The account recovery (password reset) link is sent to the email address on your account. Be sure the email address on your account is accurate and that you have access to the email account.

See also:

[How do I update the email address on my account \(Provider\)?](#)

How much time do I have to log in after receiving the password reset verification email? 1 hour. If you do not use the provided link in the email to log into your account, you will have to restart the login process using the **Trouble logging in?** link.

What do I do if I do not receive the password reset email?

If your email address is correct, check your junk mail folder. Also, look in your spam, social, or other folders.

See also:

[How do I update the email address on my account \(Provider\)?](#)

[How does EntryKeyID Self-Service work?](#)

General Password and System FAQs

What are the requirements for passwords?

Passwords must be at least 8 characters and include three of the four items below:

- One uppercase letter
- One lowercase letter
- One number
- One special character (For example: &, \$, !, *)

Can I reuse a previous password? Yes. If you are moving from a previous version of a portal to the EntryKeyID enhanced portal, you can reset your password to the one you were already using.

How often does my password expire? Passwords expire after 90 days for all provider users.

When am I required to change my password?

You are required to change your password:

- Before it expires within 90 days for all provider users.
- When reset by an administrator. You will have 1 hour to change your password after receiving assistance with the reset.

Will I receive a reminder to change my password before it expires? We currently do not send password expiration warnings.

What happens once my password expires? You are required to change your password when your password passes the expiration period of 90 days you can use the **Trouble Logging In?** link to reset your password.

Why is my account locked and preventing me from logging in? Accounts lock after 5 failed attempts to log in.

Can I change my own password? Yes, you will need your current password to log in and change your password, or use the **Trouble logging in?** link if you do not know your current password.

Why was I logged out? The login session automatically logs you out of the system if idle for 60 minutes.

Where did my security questions go? Security questions are not part of the new login security process. We now use your email address to verify your identity.

Where did my Sign-in Seal go? Sign-in Seals are not part of the new login security process. We now use your email address to verify your identity.

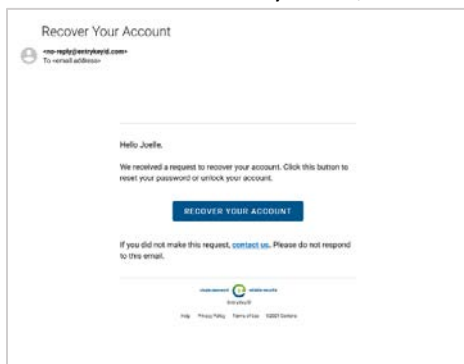
How does the Remember me checkbox work? When you select **Remember me**, the system saves your username (email address). So, you can skip the first login step for the next 30 days. This shortcut does not keep you logged in if you are not active for 60 minutes. **Note:** If you clear your cookies or cache, you will need to reset your Remember me preference.

First-Time Login Experience for Registered Centene Portal Users

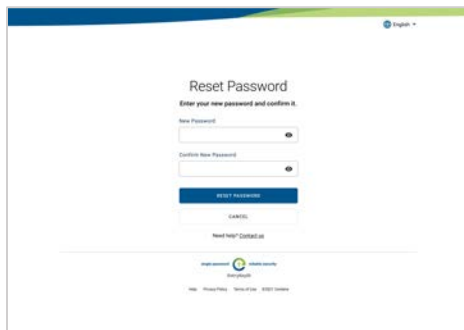
1. Type your Username (email address) on the first EntryKeyID login screen, and then click **Next**. The Account Recovery screen prompts you to check your email for instructions to reset your password.



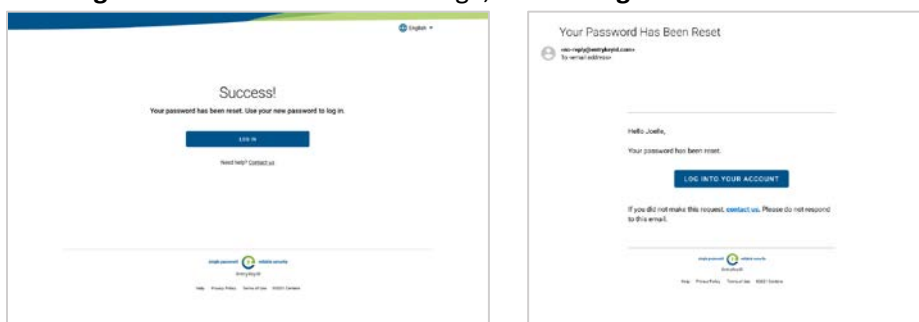
2. In the account recovery email, click **Recover Your Account**.



3. On the **Reset Password** screen, set and confirm your new password.



4. Click **Log In** in the confirmation message, or click **Log Into Your Account** in the confirmation email.



EntryKeyID Account Management for Users with More Than One Account

One-Time Consolidation of Multiple Health Plans

In preparation for the EntryKeyID launch, a one-time consolidation of access to health plan accounts occurred for a small population of individuals who had multiple accounts registered across Centene health plans.

Considerations Used to Combine a Person’s Accounts:

When it was clear that multiple health plan accounts were registered to the same person, we consolidated the access to those accounts under a single EntryKeyID account.

Login Experience for a User with Consolidated Accounts:

You can access the registered health plans and portal sites using your EntryKeyID account.

- Once logged into one of the health plan accounts or portal sites, the login step is skipped when accessing any of the other consolidated plans.
- We recommend that you do not share your EntryKeyID with anyone. But, if you do share your account with other users in your practice, notify them of the updated password. This awareness prevents accidental account locks if they attempt to log in using the old password five times in a row.

What can I do to consolidate other accounts? We’ve already consolidate all existing accounts that met the defined considerations. However, you can change the email address for any health plan account you’ve registered. Simply access the portal for the health plan and update your email address.

What can I expect when I try to log in if I use multiple portals and have more than one account? The purpose of using an EntryKeyID account is to create a single-password login experience to access all your registered accounts.

If you used...	Then...	When...	Results:
<p>A different email addresses as your username for each health plan or portal</p> <p>You have two different plans within the last two years (e.g., One Medicaid plan and one Medicare plan) with different usernames (email addresses) You now have two EntryKeyID accounts.</p>	<p>Reset your password for each EntryKeyID account</p>	<p>You log into to either of the plans for the first time</p>	<p>You must log into each account separately.</p> <p>Tip: To take advantage of the EntryKeyID single-password login experience, change the username of one of the EntryKeyID accounts to match the other.</p>
<p>The same email address as your username for all health plans and portals</p>	<p>Reset the password for you EntryKeyID account</p>	<p>You log in for the first time to any health plan or portal site</p>	<p>Once you log into one plan or portal, you are logged into the other plans or portal sites that use that same username (email address). Simply, navigate to the other plan or portal site for seamless access.</p> <p>Tip: If you share accounts, notify other users of the updated password. This awareness prevents accidental account locks if others attempt to log in with the old password five times.</p>

EntryKeyID Account Recovery (Self-Service) FAQs

What is identity first? EntryKeyID checks the username you enter on the first login screen to:

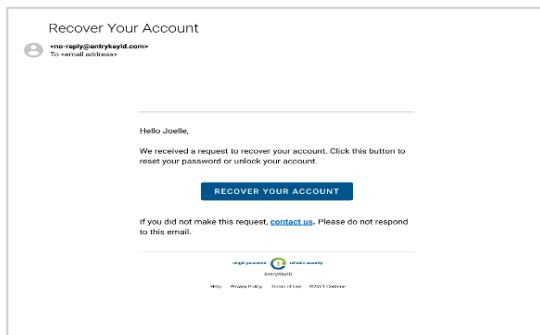
- Verify who you are
- Check the status of your account
- Provide guidance and next steps when the account is locked or disabled

What is EntryKeyID Account Recovery (Self-Service) and how does it work? You can reset your own password or unlock your account. Clicking the **Trouble logging in?** link starts the process.

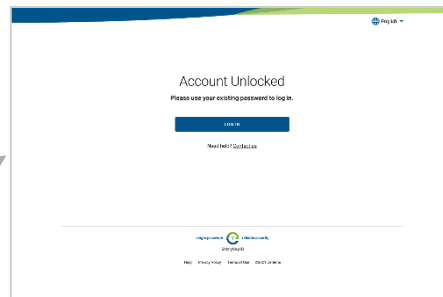
How does EntryKeyID Account Recovery (Self-Service) work?

- When you log into a plan, you are required to enter your username (email) on the first login screen. EntryKeyID checks to see if your account is locked.
- When you click the "**Trouble logging in?**" link on the second login screen, EntryKeyID displays message with instructions on how to recover your account and sends you an account recovery email.
- When you click Recover Your Account in the email:
 - If your account was locked, you immediately receive confirmation that it is unlocked. You can now log in with your current password.
 - If your account was not locked, the Reset Password screen displays.

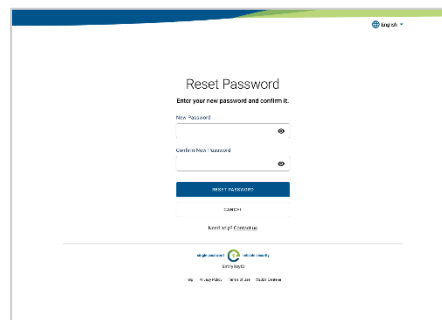
See also: [How do I Reset my Password or Unlock my Account?](#)



Recover Your Account Email



Account Unlocked Success Screen



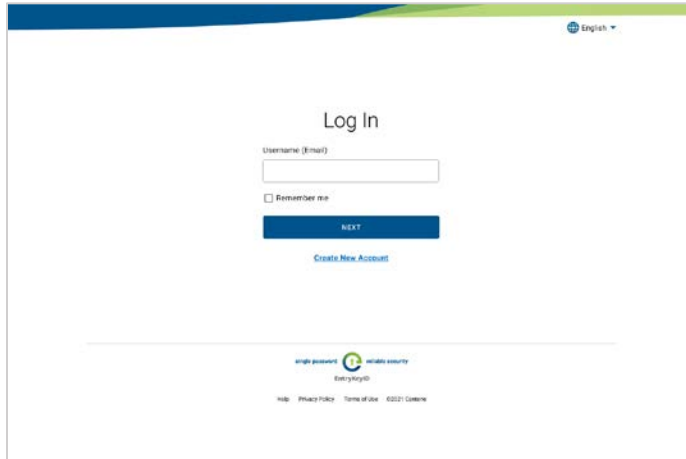
Reset Password Screen

Whom do I contact if I cannot access my account? Call the phone number provided by your Centene health plan if you are still having trouble accessing your account after using "**Trouble logging in?**" to reset your password or unlock your account. **Tip:** A **Contact Us** link is located on the second login screen.

How do I Reset my Password or Unlock my Account?

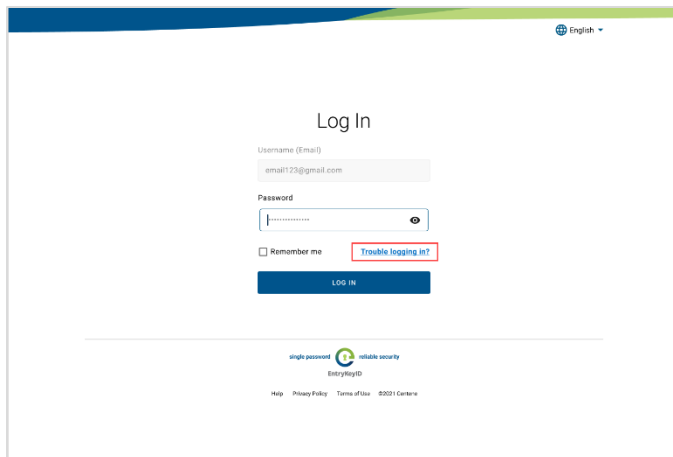
Use the **Trouble logging in?** link to reset your password or unlock your account.

1. From your health plan, click **Log In**.
Type your Username (email address) on the first EntryKeyID login screen, and click **Next**.

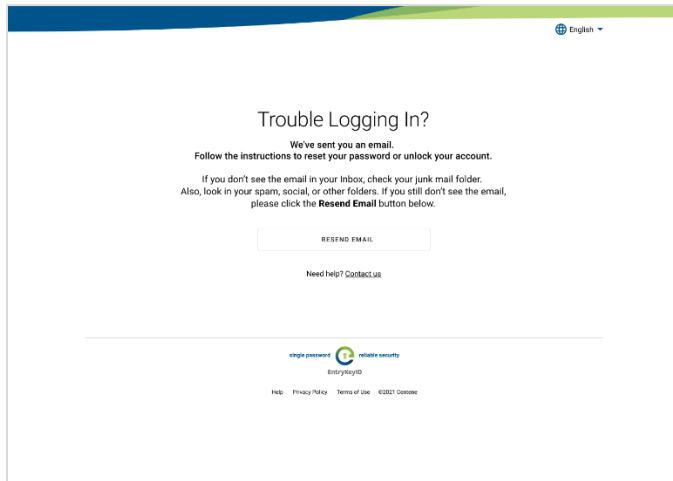


The screenshot shows the first step of the login process. At the top right, there is a language dropdown menu set to "English". The main heading is "Log In". Below it, there is a text input field labeled "Username (Email)". A "Remember me" checkbox is located below the input field. A blue "NEXT" button is positioned below the checkbox. At the bottom of the form area, there is a link that says "Create New Account". At the very bottom of the page, there is a logo for "single sign-on" and "secure" with "EntryKeyID" below it, and a footer with links for "Help", "Privacy Policy", "Terms of Use", and "©2021 Centura".

2. On the second login screen, click the **"Trouble logging in?"** link.

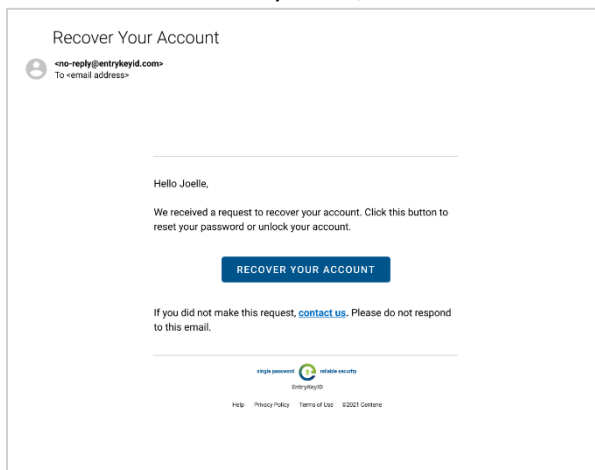


The screenshot shows the second step of the login process. It has the same "Log In" heading and "Username (Email)" field as the first screen, but now the "Password" field is visible. The "Remember me" checkbox is present, and a red box highlights the "Trouble logging in?" link next to it. The "LOG IN" button is now visible below the "Remember me" checkbox. The footer and logo are identical to the first screen.

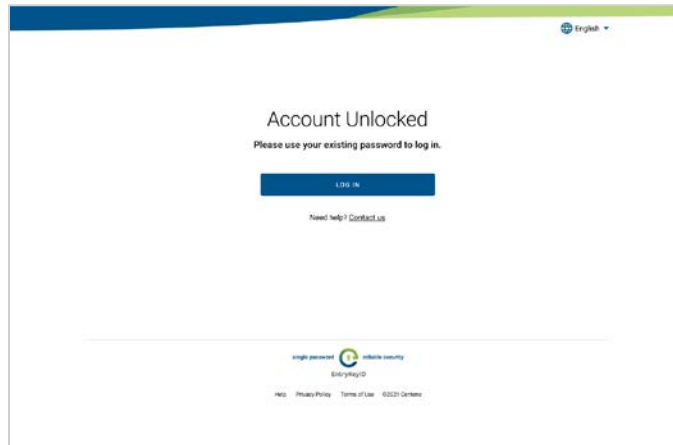


- A confirmation message displays letting you know to check your email for further instructions.
- The email expires in 1 hour. You can resend the email as needed to put the email at the top of your Inbox.
- If you don't receive the email within an hour or after resending it more than 3 times, please contact your support team. The Contact Center Representative will create support ticket

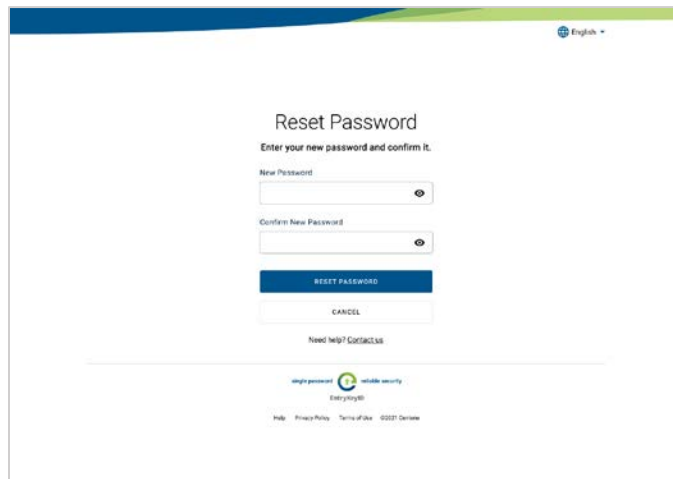
3. In the account recovery email, click **Recover Your Account**.



- If your account was locked, a confirmation displays that your account is now unlocked. Click **Log In**.



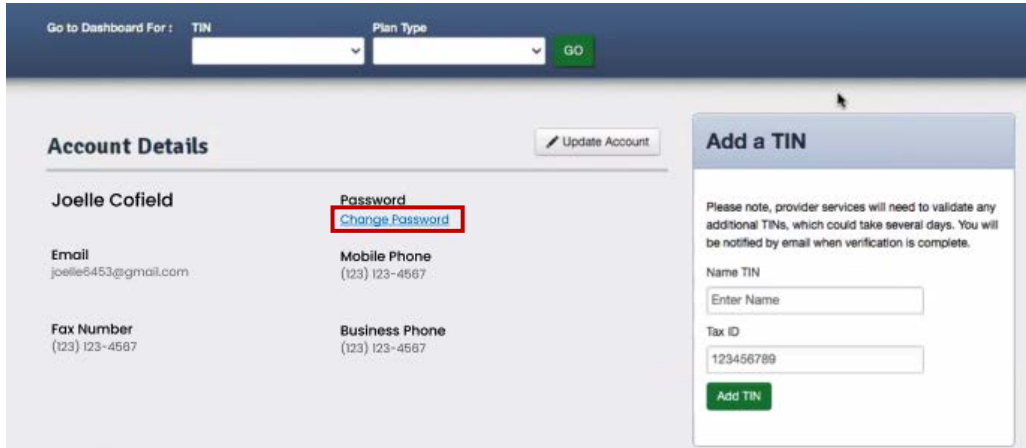
- If your account was not locked or disabled, the Reset Password screen displays. Create a new password and use it the next time you log in.



Update EntryKeyID Account Information (Providers)

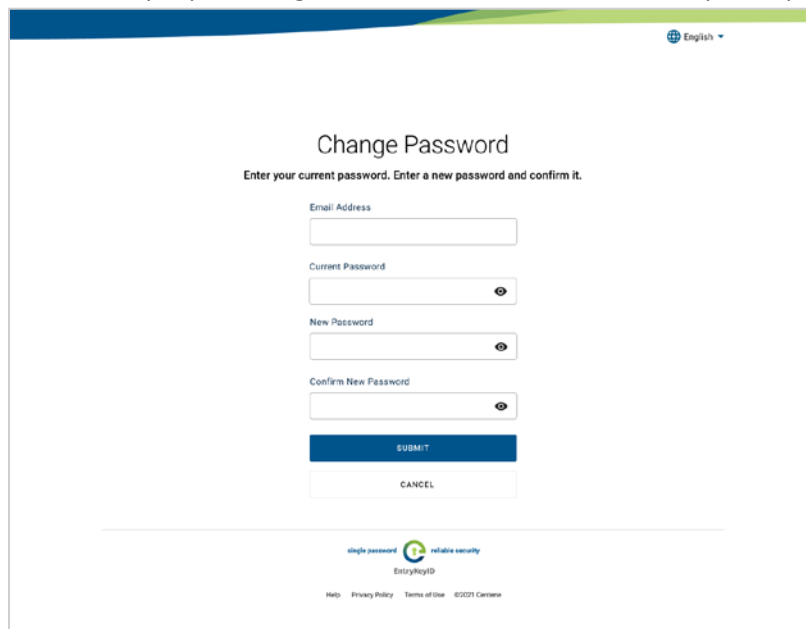
Update Your Password

1. Once logged in, click **Change Password** on the Accounts Details screen.



The screenshot shows the 'Accounts Details' page for a user named Joelle Cofield. The 'Password' section has a 'Change Password' link highlighted with a red box. Other fields include Email (joelle5453@gmail.com), Mobile Phone ((123) 123-4567), Fax Number ((123) 123-4567), and Business Phone ((123) 123-4567). There is also an 'Add a TIN' section with a note about validation, a 'Name TIN' field, a 'Tax ID' field (containing 123456789), and an 'Add TIN' button.

2. On the EntryKeyID Change Password screen, follow the steps to update your password.



The screenshot shows the 'Change Password' screen. The title is 'Change Password' and the instruction is 'Enter your current password. Enter a new password and confirm it.' The form includes fields for 'Email Address', 'Current Password', 'New Password', and 'Confirm New Password'. There are 'SUBMIT' and 'CANCEL' buttons. At the bottom, there is a logo for 'single password reliable security EntryKeyID' and links for 'Help', 'Privacy Policy', and 'Terms of Use'.

Note: The password will also be updated for all other accounts that share this email address.

Update Your Username (Email Address)

3. Click Update Account?

The screenshot shows the 'Update Your Information' form in the HealthChoice Illinois portal. The form is titled 'Update Your Information' and includes a 'Cancel' button in the top right corner. Below the title is a section labeled 'Your Information' containing several input fields: 'Email' (with the value 'augustus@caesar.com'), 'Telephone Number' (with the value '(111) 222-3333'), 'Fax Number' (with the value '(111) 222-3333'), 'First Name' (with the value 'Augustus'), and 'Last Name' (with the value 'Caesar'). At the bottom of the form are 'Submit' and 'Cancel' buttons. The top of the page features a navigation bar with icons for 'Eligibility', 'Patients', 'Authorizations', 'Claims', and 'Messaging', along with a user profile for 'Augustus Caesar'. A search bar at the top left shows 'Viewing For: TIN' and 'Plan Type' with a 'GO' button.


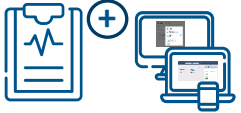
EntryKeyID and Health Plan Accounts Differences

How does my EntryKeyID account work with my health plan accounts?

- Your EntryKeyID account identifies and verifies who you are to give you access to our portals.
- Your health plan accounts verify your eligibility to access, view and interact with health plan information (medical billing, Benefits/coverage, claims) on our portals.

EntryKeyID Account Setup and Health Plan Registration Quick Start Guide

The first time you register for a health plan, the initial steps create your EntryKeyID. You will need to log into your new EntryKeyID account to finish registering.

<h3>Create Your EntryKeyID Account</h3>	<h3>+ Register to Manage Health Plans</h3>
 <ul style="list-style-type: none"> • Verify Identity, • Access Portals, and • Manage Account 	 <ul style="list-style-type: none"> • Verify Health Plan Eligibility, • Access Health Plans, and • Manage Health Plans
<p>Create one EntryKeyID login account to access all secure portals.</p>	<p>Register one or more health plan accounts.</p>
<p>EntryKeyID Account Setup Quick Start:</p> <p>You don't have to have a health plan to create an EntryKeyID. However, if you don't have a plan, you will not be able to view any health plan information on the secure portals.</p> <ol style="list-style-type: none"> 1. From the health plan's website, click Log In/Create New Account. Type your email address and click Next on the EntryKeyID login screen. 2. Setup your EntryKeyID login preferences (first and last name, language, and password). 3. Click Create Account, and receive an email to verify who you are. 4. Click Activate Your New Account in the EntryKeyID account activation email to establish your identity to use our portals. 5. On the confirmation screen, click Log In To Register. 6. Enter your password and log into the portal. Note: If you are returned to your plan's public site, click the login for the plan you are registering to open the EntryKeyID login page for that plan. <p>You can now:</p> <ul style="list-style-type: none"> • Finish registering your health plan. <p>-or-</p> <ul style="list-style-type: none"> • Use EntryKeyID account recovery (self-service) to reset your password or unlock your account. 	<p>Health Plan Registration Quick Start:</p> <p>Before you can register a health plan, you must first activate your EntryKeyID account and log into the portal.</p> <p>See also: Steps 1 through 6 of the EntryKeyID Account Setup Quick Start</p> <ol style="list-style-type: none"> 7. Enter your personal information on the registration screen and click Submit. Follow the instructions on the confirmation screen. 8. Log in when you receive the registration confirmation screen or email to access your health plan on the portal. <p>You can now:</p> <ul style="list-style-type: none"> • View your authorized health plan information. • Change your username (email address) and password (uses EntryKeyID account management) • View information available to you. <p>For example, you can view your historic records if you have logged into the plan within the past two years, even if you no longer use the plan.</p> <p>Need to register another health plan?</p> <ol style="list-style-type: none"> 1. Go to the health plan's website, and click Log in. 2. Enter your EntryKeyID user name and click Next. 3. Repeat Steps 7 and 8 above.