



Provider communication

General information and system updates

December 8, 2023

AHCCCS Adds ID.me Security to Provider Portal

Applicable to: Mercy Care Complete Care, Mercy Care ACC-RBHA, Mercy Care Long Term Care, Mercy Care DD, and Mercy Care DCS CHP

On December 7, 2023, AHCCCS sent a notification titled [AHCCCS Adds ID.me Security to Provider Portal](#). Please click on the link to view this notification in its entirety.

We did confirm with AHCCCS how the tool will work. Users will be required to complete multi-factor authentication each time they login to AHCCCS Online. Please note AHCCCS Online does timeout after approximately 15 minutes of inactivity. Users will need to complete multi-factor authentication each time they login. While we don't yet know exactly how this will look for AHCCCS Online, the ID.me system allows plenty of options (i.e. device unlock, text message, phone call, email) for completing the authentications.

In case you want to access ID.me ahead of time so that you can register and create an account, please click the [ID.me](#) link.

While this does not start until January 4, 2024, we will keep you informed of new details you may need or have questions on as soon as we receive more information from AHCCCS.

Thanks for all you do!

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Mercy Care | 4750 S. 44th Place, Suite 150, Phoenix, AZ 85040

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