



Provider communication

General information and system updates

January 26, 2024

ID.me Registration is Required for all AHCCCS Online Users

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

Mercy Care received the following information from AHCCCS on January 23, 2024 that we would like to share with you regarding ID.me Registration Now Required for all AHCCCS Online Users:

As of January 4, AHCCCS has partnered with ID.me to provide a secure sign-in method to the AHCCCS Online Portal.

Before signing in to the AHCCCS Online Portal for the first time, you will need to add a work email address to your personal ID.me account. This process will differ depending upon whether you already have an ID.me account or are creating an account for the first time.

Existing ID.me users

If you already have an ID.me account, you need to add your work email address to your ID.me account **BEFORE** using it to sign in at AHCCCS. Do not create another account.

For step-by-step instructions or to get help, visit the [ID.me Help Center](#).

New ID.me users

If you do not have an ID.me account, you'll need to create an account using your personal email address, add your work email, and then return to AHCCCS Online to verify your identity.

For step-by-step instructions or to get help, visit the [ID.me Help Center](#).

Tips for success

If you previously created an ID.me account for another purpose, you cannot create a duplicate ID.me account to sign in to AHCCCS. Creating a different account will cause delays in being able to use ID.me to access AHCCCS.

If you already created a duplicate ID.me account to use at AHCCCS, [this Help Center article](#) explains how to remove your AHCCCS email from the duplicate account and add it to your original ID.me account.

If your legal name on your ID.me account needs to be updated to match your AHCCCS account, follow the instructions in [this Help Center article](#).

Thanks for all you do!

[Sign up for our email list](#)

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