IMPA Registration Guide

Iowa Medicaid Portal Application

September 2021

Contents

1. Introduction

The following guidance is for establishing yourself as a user within the Iowa Medicaid Portal Application (IMPA). It is important to keep in mind two things;

1.1. IMPA requires the user to have an e-mail account. If you do not have an e-mail account, we encourage you to set one up at one of the free services (e.g. hotmail, Gmail, Yahoo). Messages sent to you via e-mail will not contain any sensitive information or protected health information.

1.2. Some of the functionality (e.g. Electronic Remittance Advices) will require for you to be part of a group. If you are the person who will be setting up your organization to use IMPA for things such as accessing remittance advices, please see the document on setting up a group.

2. How to Register as a User of IMPA

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2.1. Go to the IMPA main page at https://secureapp.dhs.state.ia.us/impa/ 2.2. On the upper left side of the main landing page, click on "Register New Account" 2.3. Add the following information on the sign-up sheet	

2.4. Add the following information on the sign-up sheet
   2.4.1. Username (Required) – you can create your own user name. It must be at least 5 digits (characters/numbers) in length (e.g. John1, Maribell). The user name will be validated to the rules and provide you an error message if applicable. We highly encourage you to use as distinctive usernames as possible.
   2.4.2. First Name (Required)
   2.4.3. Last Name (Required)
   2.4.4. Password (Required) needs to follow the following guidelines:
      2.4.4.1. Should be at least ten (10) characters.
      2.4.4.2. Should be a combination of numbers, upper and lower-case letters with at least one of the special characters	

()!@#$%^&+=.

    2.4.4.3. Cannot use first or last name, email address or user name in the password.

    2.4.4.4. Cannot be a single common dictionary word.

    2.4.4.5. Cannot be one of the recently used passwords.

2.4.5. Password must be typed in twice to validate it (and ensure no typos). If the two entries do not match, an error text box will be displayed.

2.4.6. E-mail address: This address should be an individual personal email address, not a group email address, because it will be used in password resets. There are many places to go to get free email addresses if needed, such as gmail (www.gmail.com), Yahoo (www.yahoo.com) or MSN Hotmail (www.hotmail.com).

2.4.7. E-mail address confirmation (to ensure no typos). If the two entries do not match, an error text box will be displayed.

2.4.8. Phone Number.

2.4.9. Challenge (Required) – Select the 'I'm not a robot' checkbox on the ReCAPTCHA dialog.

2.4.10. Click on "Create".

2.4.11. The information above will be validated. If there are errors, a text box will be displayed. The user corrects that entry and types in the new challenge and clicks on

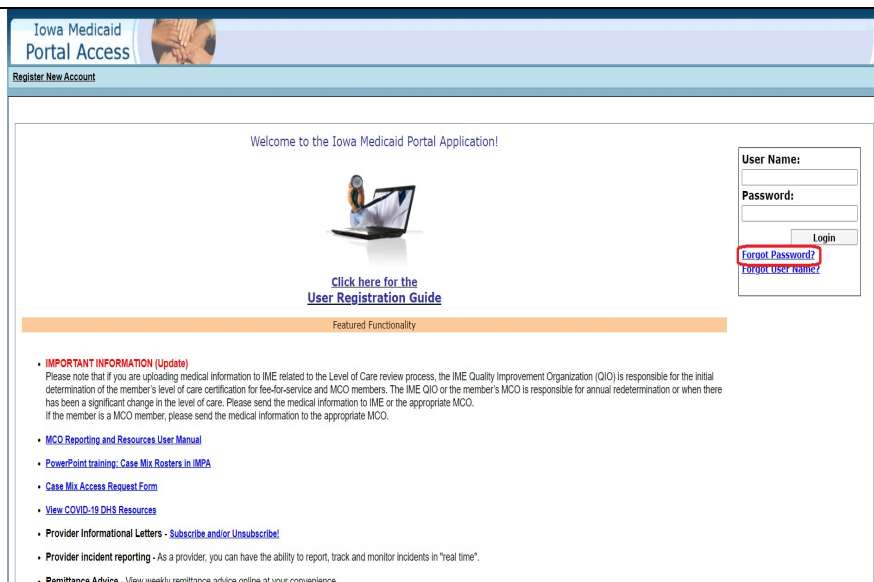|	
create again. If all information is valid, a text box will be displayed and you will be redirected to the login page.	
2.5. Log into IMPA. Type the username and password you created in the login box on the right side of the main page and click on the login Box.	
2.6. Answer Security questions. 2.6.1. On your first entry to IMPA, you will be directed to choose and answer three security questions that will be used for password resets and maintenance of your account.	
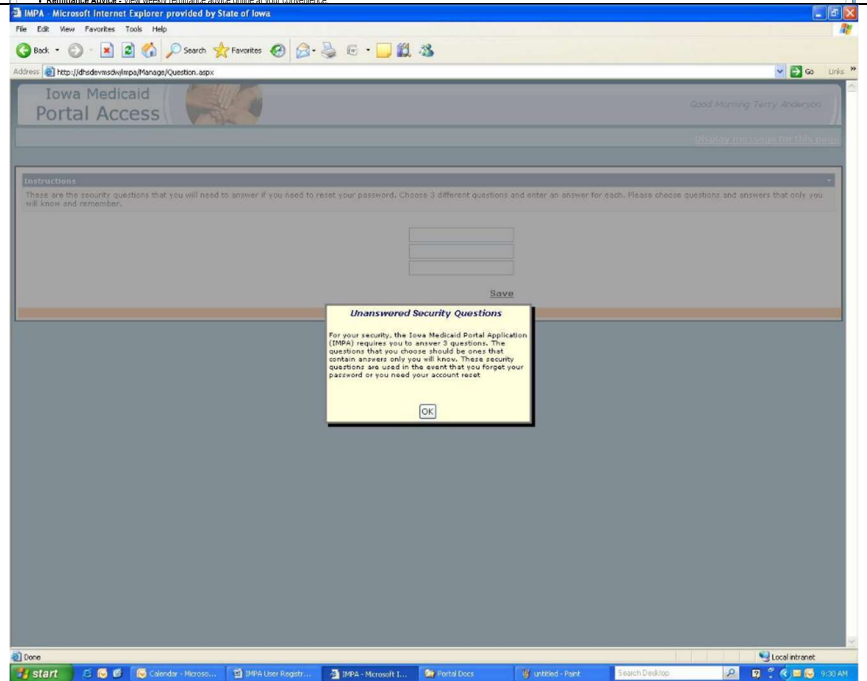
2.7. Choose a security question from the dropdown box

2.8. Answer the question.

2.9. Repeat 2.7 & 2.8 for the next two questions. You must choose 3 different security questions.

2.10. When all 3 questions have been chosen and answered, click on the SAVE button. This will record your answers and you will be directed to the main portal page. (Only you will know these secret questions and answers. If you forget them, IME staff will not be able to help you in retrieving them.)
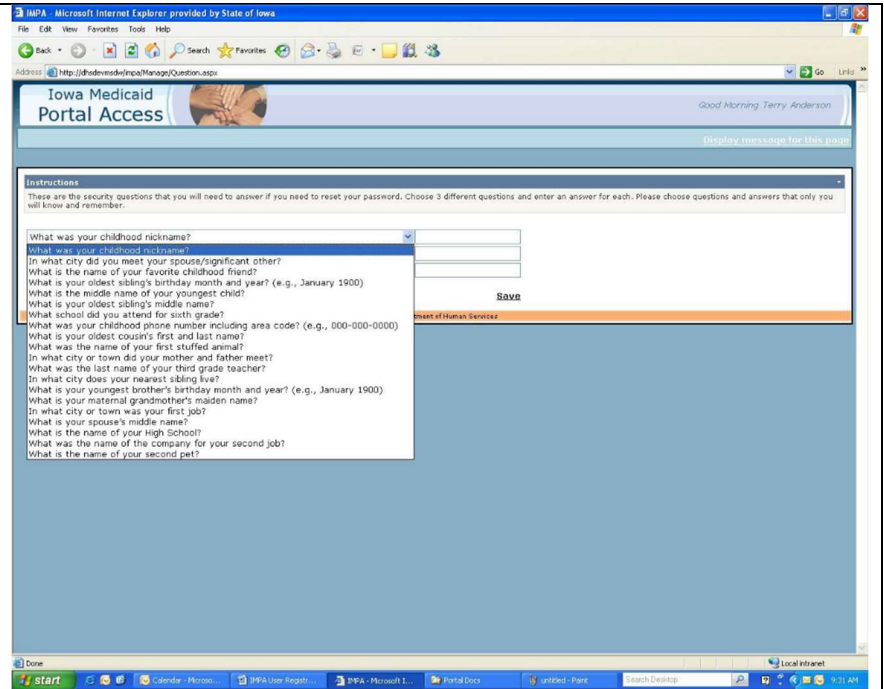
3. How to Reset Password or recover User Information

3.1.	Passwords expire after 60 days. The next log in after a password has expired, you will need to enter a new password. If you forget your password, it can be reset from the IMPA home page. Go to the IMPA home page and select "Forgot Password?" link in the login area.	
3.2.	On this page, you enter either your email or the user name you wish to reset.	

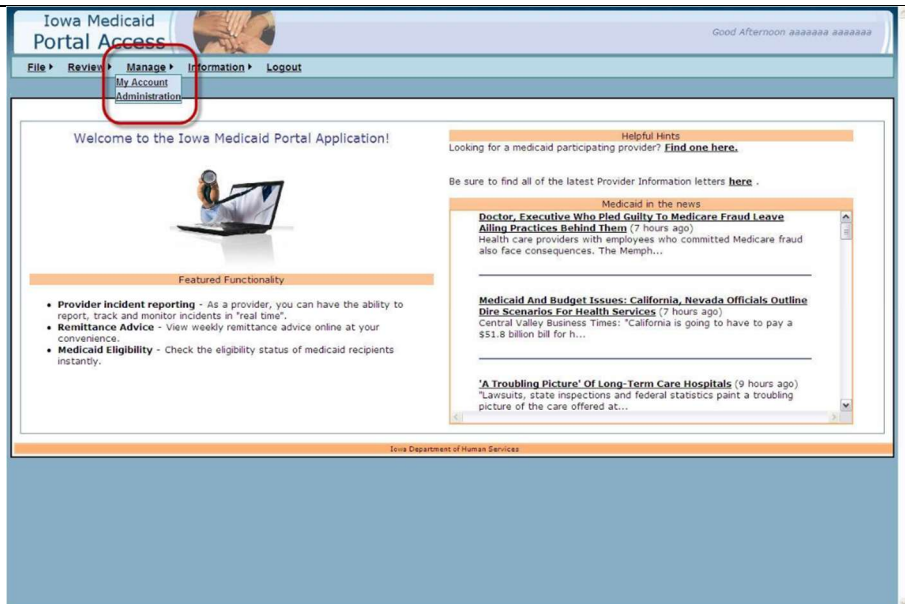|	
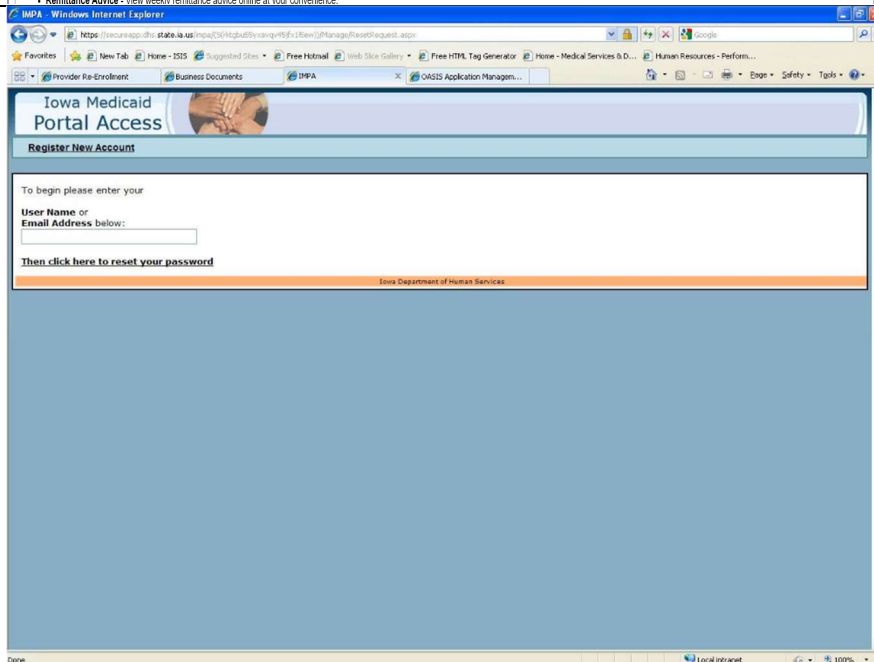
3.3. This will take you to the next page where you must choose one of your security questions to answer.
 	
    3.3.1. Then you enter your new password (twice for confirmation).
 	
    3.3.2. You also have to enter the two words select the 'I'm not a robot' checkbox on the ReCAPTCHA dialog as well.
 	
    3.3.3. When you are done, press Save to save the new password for the account.
 	
    3.3.4. If you can't remember your questions, you can click on the link to receive an email and reset your password via email instead.	

4. How Can I recover user name?

4.1. User can recover forgotten user name by clicking "Forgot User Name?" link on the IMPA home page and providing the registered email address. This option is available only if an email address is registered on the IMPA account. 4.2. Provide the registered email and click the "Send User Name" button 4.3. Username associated with the email address will be sent to user inbox	

5. User Account Management

5.1. At any time, you can go into the menu "Manage" and choose "My Account" to navigate to the Account Management Screen.	
5.2. Selection of "Manage", "My Account" will navigate you to the main account management screen. There are several account management tabs available. 5.3. Update Information – You can change and/or update your main account information which includes First Name, Last Name, E-mail address, and Phone number. If you did not enter an e-mail address when you first registered it, this is where you go to add it. 5.4. Update Password – Use this tab to change your password. 5.5. Update Security Questions – The 3 questions you chose when you first registered will be displayed but the answers you provided will NOT be displayed. You can	

change your questions or update your answers. If you choose to change a question or update the answer to a question, you need to provide new answers for the remaining questions. If you update one security question, update them all and click on SAVE.

5.6. Associated Groups – All IMPA registered users are members of the IMPA group. If you are a member of another group (e.g. a group set up to access electronic RA's for your organization) then it will be displayed. If you are the owner of the group, it will display "Yes" in the owner box next to the group.

5.7. Associated Tax Entities. If you are associated with an organization that has registered a Tax Entity within IMPA, it will show here.

5.8. Associated NPI's. If you are associated with any NPI's, based on how a group is created and registered within IMPA, the NPI's will be displayed here. For example, if you are a user of electronic RA's functionality, then you would see the list of NPI's you are associated with your group and your username. NPIBased functionality and related access is controlled by the group owner.

5.9. Associated Applications – Within IMPA, functionality is contained within what we

call an Application. For Example, Electronic RA's and Incident Reporting are defined applications. The applications you have access to, and therefore show up in your main menu of IMPA, is displayed here. 5.10. After making any change on any items within the tab above, you must click on SAVE or your changes will not be stored.	

6. Administration for Group Owners

The administration item within the "Manage" menu is where a user goes to create and manage groups. Please see the posted document on creation and management of groups. (It's located at https://secureapp.dhs.state.ia.us/IMPA/Assets/IMPAGroups.pdf) If your organization has established a group to access applications such as Electronic Remittance Advice, you will need to provide your user name that you have created within IMPA to the group owner who can then join you to the group.