

1. For single sign-on, will members be able to log in to either MI2Go or MID and jump between websites without having to log-in again?

A: Correct. We are implementing single sign-on (SSO) capabilities so that when a user clicks on the MedImpact Direct link in MedImpact2Go they will be taken to the MedImpact Direct site and be automatically logged in. Alternatively, we have deployed a link on MedImpact Direct to help members get to MedImpact2Go more easily and with SSO, as well.

2. Does “Consolidation of User Accounts” mean that a member can register her/his entire family with one account, and each family member will be able to log in using the same access codes and view their individual information?

A: In this context, “Consolidation of User Accounts” means that instead of having to register separately on MedImpact2Go and MedImpact Direct, the users will only need to register once. That account will enable the member to access both solutions via one log-in.

3. May each family use a single email in order to register on either/both websites?

Yes, the same email may be re-used for different users. Each user requires an email address plus a unique username, and a password. The users with the same email address cannot view each other’s data as that data will be associated with the unique username and password. All notifications for members using the same email address will be sent to that email address.

Access to dependent records is in scope as a feature of our next generation portal.

4. Can a member register her/his entire family with one account and review dependent records via a drop-down as long as the dependents are minors as defined by law?

A: MedImpact is finalizing the approach to provide access to dependents. Ultimately we will enable member users to gain appropriate and/or authorized access to information and tools for their dependents. In addition, the email address currently required as a unique element is not a constraint in the next updated portal.