

Centralized Healthcare Identity Provider (CHIP)

Access to all Experian Health products are migrating to CHIP



Centralized Healthcare Identity Provider (CHIP) User's Guide

Starting on May 15, 2019, all users of Experian Health products need to verify their email address through a new security platform called [CHIP \(Centralize Healthcare Identity Provider\) platform](#). CHIP is an authentication layer that will bring enhanced security and convenience to our Experian Health products. To make this process as seamless as possible, please follow the below steps as soon as you are prompted to when you login.

1. Step one. Starting on May 15, 2019, you will be asked upon login to verify your email address in our database. If you do not have an email address in our database, you will need to enter one and click Add. Then, a six-digit code will be sent to your email address. You will have five minutes to copy and paste the verification code to the page. Once verification is complete, then you will proceed through the login process as normal.
2. Step two. The previous step will be repeated for each Experian Health platform that we access. This is to ensure that all platforms are centralized within CHIP. It is important to note that the same email address should be used for each product. In the event you have more than one email address, you should use the same email address for each product group that is being verified. While these verifications may seem repetitive, it is important that you complete this step for every product platform. Please note, the CHIP website is product agnostic with only Experian Health branding.
3. Step three. On June 7, we will implement a UX change to our login page. Instead of being prompted for a user name and password on the same page, users will enter their login name, click next, then enter their password, and then they will be logged into their product. **If your facility has created a scripted login routine, this change will likely break that integration**. You may reach out to us at CHIP.Support@Experianhealth.com to determine how we can assist you to successfully make this transition.
4. Step four. Experian Health estimates that the CHIP migration will be completed by June 19. At this time, you will not be able to access any products without completing the email verification step. As Experian Health works to complete the product verification process at this time, when you access a product, you will see a list of products associated with your email address. You will need to verify those products with your unique username and password for that product to complete the CHIP migration.