



All your health care facts
UNITED AT LAST



Identity Proofing for myHealthButton/myHealthPortal

What is Identity Proofing?

Identity proofing is commonly used to verify whether individuals are who they claim to be. Within your process of registering for the myHealthButton/myHealthPortal (via MiLogin), the system uses a form of identity proofing to ensure you are who you say you are and give you access to your important and personal information.

The Michigan Department of Health and Human Services (MDHHS) has partnered with Experian© to help administer this identity proofing process. Although Experian© is a credit agency, the myHealthButton/myHealthPortal **DOES NOT** run a credit check during this process. Instead, the Experian© process generates specific and factual questions in real time, that only the user would be able to answer based on the user's credit history.

For example:

- Did you own a home at 1111 Smith Street?
- Which of the following is a current or previous employer?

Why is Identity Proofing Used?

MDHHS has taken many steps to protect personal and health information of all myHealthButton/myHealthPortal users. Identity proofing is just one way that MDHHS is ensuring only you, or persons acting on your behalf, have access to your information. MDHHS has also created several secure password protection processes which ensure the security and safety of your personal and health information.

A Note About Identity Proofing:

MDHHS is aware that all potential users of myHealthButton/myHealthPortal may not have an established credit history to generate the identity proofing questions. Unfortunately, there is currently no alternative process to assist in creating access for users with no credit history. MDHHS is continuing to explore alternatives and will alert you as soon as a different option is available.

Questions? Concerns?

[MiLogin Help](#)

Beneficiary Help Line: 1-800-642-3195 or myhealthbutton@michigan.gov

For additional myHealthButton/myHealthPortal materials visit: [Michiganhealthit.org/myHealthButton](https://michiganhealthit.org/myHealthButton)