



# Qualis Health's Provider Portal Registration Packet

## PROVIDER PORTAL OVERVIEW

Qualis Health offers a web-based application which allows Healthcare Organizations to submit requests for authorization via the internet. All submitted information is confidential. The system uses a delegated security model. In order to submit requests for authorization via the web, all users must first be registered.

## REGISTRATION PROCESS

An Executive is required to sign an agreement on behalf of the Healthcare Organization. Each Healthcare Organization must designate at least one Provider Portal Administrator. The Provider Portal Administrator(s) shall serve as the point of contact for the Healthcare Organization. Additional responsibilities include, but are not limited to, completing the registration process for the Healthcare Organization and managing Provider Portal User accounts.

## HOWTO REGISTER FOR QUALIS HEALTH'S PROVIDER PORTAL

To begin the registration process for your healthcare organization, complete the appropriate registration forms and email, fax or mail them to Qualis Health.

**EMAIL/PHONE**  
800-783-8606

**FAX**  
877-810-9265

**MAIL**  
Qualis Health  
Attention: WY Medicaid  
PO Box 33400  
Seattle, WA 98133

## EXECUTIVE

An executive with the authority to bind your healthcare organization must:

- Complete and sign the Executive Agreement for the Appointed Provider Portal Administrator (p. 3).
- Submit signed agreement to your Provider Portal Administrator.

The Executive does not need to complete a Provider Portal User Registration Form.

## PROVIDER PORTAL ADMINISTRATOR

If you are the designated Qualis Health Provider Portal Administrator for your healthcare organization, you will need to:

- Complete and sign the Provider Portal Administrator Agreement (p. 5).
- Be listed as the Appointed Provider Portal Administrator on the Executive Agreement (p. 3).
- Complete a Provider Portal Administrator Registration Form (p. 6).

**Fax, mail or email these completed Provider Portal Administrator forms to Qualis Health (refer to p. 1).**

The Provider Portal Administrator will be notified via email when the registration process is complete. Logon information, including a temporary password, will be provided. The first time a Provider Portal Administrator accesses the Provider Portal, he/she will be prompted to change the original password.

**The Provider Portal Administrator's responsibilities include:**

- Serve as the primary point of contact at your healthcare organization.
- Collect and store all Provider Portal User Agreements and all Provider Portal User Registration Forms, and make them available to Qualis Health upon request.
- Set up individual users in the system.
- Verify the identity of associated individual physicians and users.
- Confirm registration of other Provider Portal Administrators.
- Monitor Provider Portal usage at your healthcare organization to ensure that users maintain proper security and confidentiality procedures.
- Reset passwords when needed.

# EXECUTIVE AGREEMENT

I  authorize   
Printed Name of Executive Printed Name of Appointed Provider Portal Administrator

to be the Qualis Health Provider Portal Administrator for

Printed Name of Healthcare Organization

I understand that he/she will be responsible for the following:

- Serving as the/a primary point of contact at my Healthcare Organization.
- Authorizing, activating and terminating Provider Portal User accounts.
- Verifying the identity of associated individual physicians and users.
- Monitoring Provider Portal usage at my Healthcare Organization to ensure that users maintain proper security and confidentiality procedures and only use the Provider Portal for appropriate purposes.
- Establishing appropriate administrative, technical, and physical safeguards to protect the confidentiality of the information accessed through Qualis Health's Provider Portal
- Resetting Provider Portal User passwords when needed.

I understand that, as a security measure, I may be contacted by Qualis Health to verify my position within the healthcare organization represented herein, and to confirm the name of the Provider Portal Administrator I have designated.

Signature of the Executive:

Title of the Executive:  Date:

**Submit Signed Agreement to Provider Portal Administrator**

## PROVIDER PORTAL ADMINISTRATOR AGREEMENT

In order to ensure the integrity, security and confidentiality of information maintained in Qualis Health's Provider Portal, and, to permit appropriate disclosure and use of data permitted by law, every delegated Provider Portal Administrator must enter into this Agreement with Qualis Health.

### **As the Provider Portal Administrator for the healthcare organization:**

- The Provider Portal Administrator agrees that this is a non-transferable, non-exclusive limited right to use Qualis Health's Provider Portal to maintain, update and support the use of User IDs for the healthcare organization.
- The Provider Portal Administrator shall determine who in the Healthcare Organization should have access to Qualis Health's Provider Portal based upon the legitimate business need for those individuals to have access to the information contained on the Portal. Prior to authorizing access to Provider Portal Users, the Provider Portal Administrator will verify the potential user's identity using reasonable methods such as viewing a driver's license or company-issued picture identification.
- The Provider Portal Administrator shall authorize, control, and monitor access/usage of Qualis Health's Provider Portal and ensure that all registered users sign a Provider Portal User Agreement.
- The Provider Portal Administrator shall not disclose, release, reveal, show, sell, rent, lease, or loan his/her User ID and password to any other individual.
- The Provider Portal Administrator shall inform registered users that the sharing of User IDs and passwords is strictly prohibited.
- The Provider Portal Administrator shall notify Qualis Health immediately upon discovery of any incident (actual or potential) that places the security or privacy of Protected Health Information (as defined by 45 C.F.R. § 160.103) or other personal information at risk. This includes, but is not limited to, the belief that any User ID and/password has been compromised.
- The Provider Portal Administrator shall immediately terminate the User IDs and passwords of Provider Portal Users who leave the Healthcare Organization or who no longer require access to the Provider Portal, such as because of a change in job responsibilities or termination of employment.
- The Provider Portal Administrator shall establish appropriate administrative, technical, and physical safeguards to protect the confidentiality of the information accessed through Qualis Health's Provider Portal.
- The Provider Portal Administrator shall not release any files or other information derived from the use of Qualis Health's Provider Portal to unauthorized parties.

## PROVIDER PORTAL ADMINISTRATOR AGREEMENT CONTINUED

- Qualis Health’s Provider Portal is intended to enable users to disclose and use confidential patient data to submit requests for authorization of health care services to the extent permitted by law. At all times during the term of this Agreement and any time thereafter, the Provider Portal Administrator is expected to comply with all laws directly or indirectly applicable that govern the requesting, gathering, use, transmission, processing, receipt, reporting, disclosure, maintenance, and storage of confidential patient information. The Provider Portal Administrator is responsible for ensuring that his/her use of the Provider Portal and performance as a Provider Portal Administrator conforms with the administrative simplification provisions of the Health Insurance Portability and Accountability Act of 1996, as amended by the Health Information Technology for Economic and Clinical Health Act and otherwise, and its implementing regulations (collectively “HIPAA”).
- The Provider Portal Administrator shall ensure Provider Portal Users are directed to the appropriate training materials.
- The Provider Portal Administrator acknowledges that his/her Healthcare Organization is responsible for obtaining and maintaining all patient consents and all other legally necessary permissions required or advisable to disclose, process, retrieve, transmit, and view the patient information that is transmitted stored, or received by the application.
- The Provider Portal Administrator acknowledges that the knowing and willful release of Protected Health Information under false pretenses may subject the Provider Portal User to certain criminal, administrative, and/or civil penalties pursuant to HIPAA.

By signing this Agreement, the Provider Portal Administrator, as a representative of the Healthcare Organization, agrees to abide by all provisions set forth herein, and acknowledges having received notice of the potential criminal, administrative or civil penalties for violation of the terms of this Agreement.

Name of the designated Provider Portal Administrator:  
(Please print)

Signature of the designated Provider Portal Administrator:

Title of the designated Provider Portal Administrator:

Date:

**Submit Signed Executive Agreement AND Signed Provider Portal Administrator Agreement AND Completed Provider Portal Administrator Registration Form to Qualis Health. Maintenance of all other signed documents and completed forms is the responsibility of the Provider Portal Administrator.**

## PROVIDER PORTAL ADMINISTRATOR REGISTRATION FORM

**Note: All fields marked with \* must be completed to obtain approval.**

\*Application Date:  \*Select Plan:

\*Last Name of the Provider Portal Administrator:

\*First Name of the Provider Portal Administrator:

Middle Name or Initial:  Suffix (MD, RN, etc.):

\*Facility/Group Name:

\*Job Title:

\*Address :

\*City:  \*State:  \*Zip Code:

\*Phone (with extension):  \*Fax

\*E-Mail Address:

\*Facility Tax ID Number:

\*Facility Medicaid/Insurance ID:

**\*Security Question (answer only one below)**

City of Birth?:

Pet's Name?:

Mother's Maiden Name?:

**Submit Completed Registration Form to Qualis Health**