Qualis Health Provider Portal
Integrated Care Management Software

Administrator Guide

Revised 8/15/2017

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Statement of Confidentiality

In order to ensure the integrity, security and confidentiality of information maintained within the Qualis Health Provider Portal, and, to limit disclosure and use of this data to only that which is permitted by law, I agree to abide by all provisions set forth in my System User Agreement (SUA) with Qualis Health. I hereby acknowledge having received notice of the potential criminal, administrative and/or civil penalties for violating any terms of my SUA. If I have questions about my obligations regarding the terms of my SUA, I understand that I may seek clarification from my organization's Provider Portal Administrator.

General Information

- ☐ Qualis Health's Provider Portal is a browser-based product that gives healthcare providers a two- way link using the Internet to exchange care management data with Qualis Health.
- ☐ Qualis Health's Provider Portal allows for an increase in efficiency by decreasing the amount of time to process a request.

Security

- ☐ Registration is required for an Executive, a Provider Portal Administrator and all Users in each provider group.
- ☐ Qualis Health will validate user accounts on a regular basis.
- ☐ Users are uniquely identified by the combination of their User ID and their individual password.
- ☐ Users will automatically be logged off after sixty minutes inactivity.

Internet Access

You must use Internet Explorer or Mozilla Firefox to access this program correctly.
- ***Use of other browsers may result in loss of some functionality.***
- ***Use of IE 9, 10 or 11 may require adding zeomega.com to the Compatibility View Settings in the Tools drop-down of Internet Explorer.***

Qualis Health Support:

- Qualis Health Alaska Behavioral Health .... Phone: **1-877-200-9046**
  akbehavioralhealth@qualishealth.org
- Qualis Health Alaska Medicaid .... Phone: **1-888-240-0437**
  jorgw@qualishealth.org, *teresak@qualishealth.org*
- Qualis Health DC Medicaid .... Phone: **1-800-251-8890,**
  dcmedicaid@qualishealth.org
- Qualis Health Kansas Medicaid .... Phone: **1-877-717-8594**
  ksproviderportal@qualishealth.org
- Qualis Health New Mexico Medicaid................... Phone: **1-866-962-2180**
  nmproviders@qualishealth.org
- Qualis Health State of WA Medicaid .... Phone: **1-888-213-7513**
  wagovtproviders@qualishealth.org
- Qualis Health State of WA Labor & Industries .... Phone: **1-800-541-2894**
  wagovtproviders@qualishealth.org
- Qualis Health Wyoming Medicaid .... Phone: **1-800-783-8606**
  jorgw@qualishealth.org, *teresak@qualishealth.org*

Provider Portal Log In

Upon receipt of a completed registration packet, Qualis Health staff will create and activate your group's new account and email the Provider Portal Administrator with the account login information when it is complete.

Once you have your Provider Portal login information, launch Qualis Health's Provider Portal. This displays the Provider Login screen.
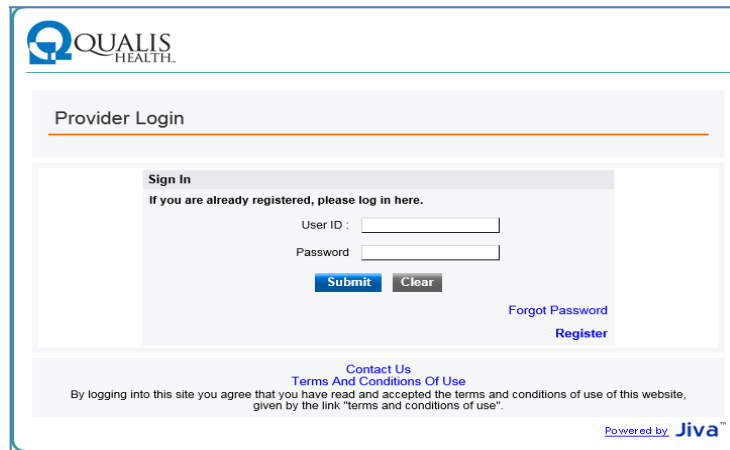
In the Sign In section of the screen (above):

☐ Enter your user/login ID in the User ID field.

☐ Enter the password in the Password field.

☐ Click **Submit**.

This displays the User Acceptance screen.

After reviewing the agreement, click: **I Agree** to log into the Provider Portal, or
I Disagree to view the Provider Login page

Provider Portal Administrator Tasks

The Provider Portal Administrator has additional system access and system tasks to perform. As the Provider Portal Administrator you are responsible for:

- ☐ adding all User accounts
- ☐ managing all User accounts
- ☐ keeping the User account registration information
- ☐ resetting the passwords for User accounts and
- ☐ deactivating User accounts

For each User account you create, you must keep a record of their System User Agreement and Provider Portal User registration form. Qualis Health will audit these on a regular basis.

For each Provider Portal Administrator, an Executive Agreement, Provider Portal Administrator Agreement and Provider Portal Administrator Registration Form must be sent to Qualis Health.

Manage Staff

Manage Staff under Provider Admin tab allows the Provider Portal Administrator to manage the accounts.
The Administrator can:

- ☐ Search for the existing accounts
- ☐ Add an account
- ☐ Reset a password
- ☐ Modify an account

To search for an existing account, click Provider Admin>Manage Staff tab.
This displays the User Search Form (below):

- ▪ Enter any of the search criteria and then click **Search**. This displays the search results in the same screen.
- ▪ *To view all the accounts, click **Search** leaving the search criteria blank*.

Add an Account

To add an account, click Provider Admin>Manage Staff tab. This displays the User Search Form.

☐ Click **Add New User**. This displays the Add User screen (below). Fields in red are required.

☐ **Enter the details in the fields as described below:**

1. Enter the user first and last name and the contact details in the corresponding fields
2. Enter the user phone number.
3. Enter the date on which the staff is <u>enrolled</u> as a user in the Enrollment Date field.
   Enter the date on which the staff is <u>deactivated</u> as a user, if any, in the Disenrollment Date field.
4. Enter a <u>login ID</u> for the user to log into the Provider Portal in the User ID field.
   When the User ID is entered, one of the following messages appears:
   ▪ *Available*- Indicates that the ID entered is unique and does not exist in the database.
   ▪ *Not Available* - Indicates that the ID entered already exists in the database and you will need to change the ID.
5. Enter a password in the <u>Password</u> field.
   a. *Use the Question icon to see password parameters.*
      Re-enter the password in the Confirm Password field.
   b. Using the *User Registration Form* information, select a question from the <u>Password Question</u> drop-down list.
6. Enter the <u>answer to the password</u> question selected, in the Password Answer field.
   ▪ *Entering the security question and answer allows the user to access the "Forgot password" link on the login page.*
7. Select the appropriate option from the <u>Enrollment Status</u> drop-down list.
   Note: *Unless the status is set to <u>Enrolled</u>, your User cannot access their account.*
   Refer to the Enrollment Statuses Table for more details.

8. Select the radio button corresponding to the <u>user type</u>/user role will be assigned to the staff user:

    a. We recommend you choose **Clinical Staff** for all users. *Unless you select <u>Clinical Staff</u>, the user will not be able to access Assessments in the Provider Portal.* **DO NOT select the Account Admin checkbox**.

        i. If the user needs to be assigned with the Account Admin role, they must send their Provider Portal Administrator registration information to Qualis Health to set up their account.

    b. After entering the details, click **Add** to save the details entered or click **Cancel** to discard the details entered and re-enter the new details

Table: Enrollment Statuses

Enrollment Status	Description
Enrolled	User is enrolled to Qualis Health's Provider Portal **User status is ACTIVE** User can log in to the Provider Portal
Disenrolled	User is not enrolled to Qualis Health's Provider Portal User status is INACTIVE User cannot log in to the Provider Portal
Pending	User's enrollment to Qualis Health's Provider Portal is Pending User status is INACTIVE User cannot log in to the Provider Portal

Modify Staff User Account

To modify the staff user account:

☐ Click Provider Admin>Manage Staff link. This displays the user Search Form.

☐ Enter any of the search criteria and then click **Search**. This displays the search results in the same screen.

☐ In the search results, click [icon] to modify. This displays the Modify User screen.

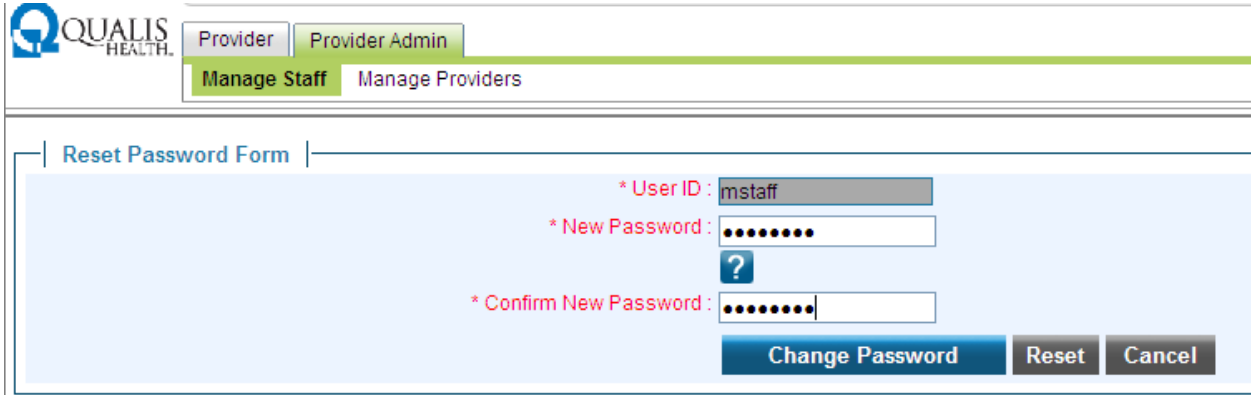☐ Modify the required details and then click **Modify** to save changes

Reset Staff User Password

To reset a User password, click Provider Admin>Manage Staff tab to display the User Search Form.

☐ Enter any of the search criteria and then click **Search**.

☐ Find your user account in the User Search Results and click the reset password icon [icon].

- This displays the Reset Password Form screen.
  - Enter a new password in the New Password field.
    Clicking on the Question icon will provide you with password parameters.
- Re-enter the new password in the Confirm New Password field.
- Click **Change Password** to save the new password.

Locked and Inactivated Accounts

If you have an account that is locked or inactivated, you need to email a request to *Qualis Health Support* to unlock or reactivate the account. Please provide the User ID in your email.

Manage Providers

The Provider Admin>Manage Providers tab facilitates viewing and managing the master user account for an affiliated entity. This is not currently in use.

The Qualis Health Website

For information on other areas of the Qualis Health Provider Portal, a list of available Provider Portal videos can be found on our website at *www.qualishealth.org*, under Healthcare Professionals in the Client menu on the Provider Resources page for that client.

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