

Provider Account Administrator Manual

Purpose: This standard operating procedure (SOP) outlines how the Provider Account Administrator adds new users, assigns profiles and adding an expiration date to users.

BACKGROUND: After a Utah Medicaid provider’s enrollment application is approved, the Provider Account Administrator can assign profiles to other staff members in the provider organization.

RESPONSIBILITIES OF THE PROVIDER ACCOUNT ADMINISTRATOR:

The **EXT Provider Account Administrator** profile is considered privileged access for the purpose of user management and includes other security duties. This is the initial profile assigned to the user that completes a new provider enrollment or validates the converted provider data. This profile, referred to as **EXT Provider Account Administrator** throughout this document, has the responsibility of approving all new users for the provider’s domain, maintaining user information in the system, maintaining appropriate access documentation, performing periodic activity reviews, and removal of access.

This Standard Operating Procedure (SOP) covers the following procedures:

- New user creates a unique Utah-ID and password
- New user completes the PRISM User Access Agreement
- Provider Account Administrator adds new user to domain
- Provider Account Administrator assigns the user PRISM profile(s)
- Provider Account Administrator adding an expiration date to users

Note about assigning multiple account administrators:

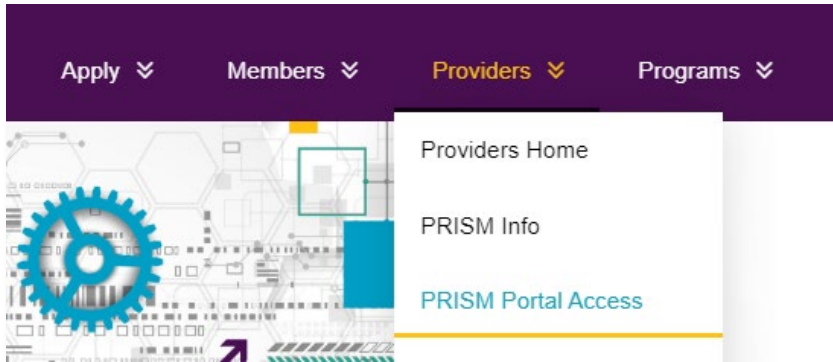
For each approved Medicaid provider, please assign the ‘EXT Provider Account Administrator’ profile to multiple employees in your office. Multiple employees assigned to this profile, will allow you to manage the provider’s PRISM account, even if an account administrator terminates employment or is unavailable.

ACCESS TO THE PROVIDER PORTAL (AND PRISM DOMAINS)

I. NEW USER CREATES UTAH-ID AND PASSWORD (If not previously created)

1. To create a Utah-ID, a user:
 - Go to the Utah Medicaid website (medicaid.utah.gov)
 - From the Provider Menu, select PRISM Portal Access

Utah Medicaid website



- Click the **PRISM Portal Access** hyperlink

PRISM Portal Access

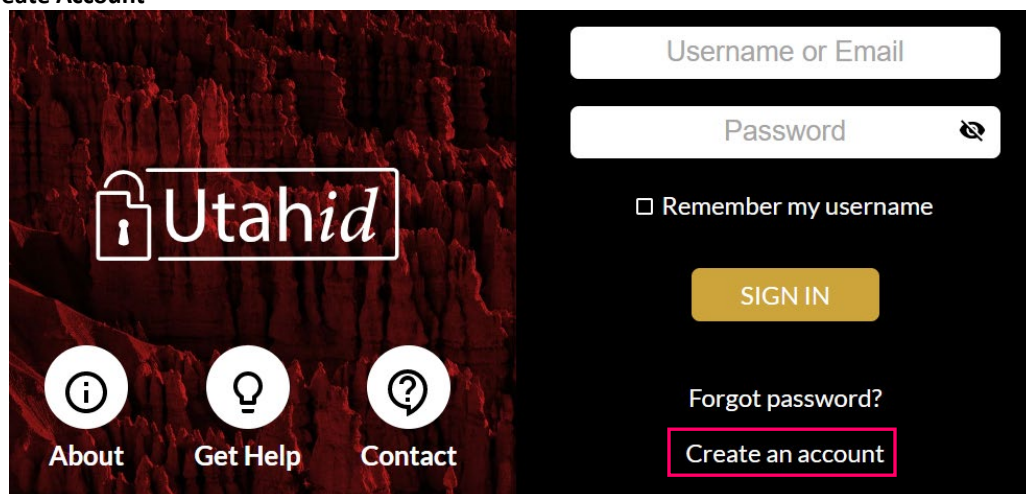
Current Providers

To access PRISM Portal click [here](#).

Starting April 1, 2021, providers will need to go through a multi-factor authentication process to access the PRISM application. Please visit the links below for additional information:

- Click the PRISM Portal “**here**” hyperlink

Utah ID Login/Create Account



- Click the **Create an account** hyperlink and follow the instructions

Utah ID Creation

Utah-ID Password Standards

In order to access the PRISM Provider Portal, providers will need a Utah-ID password that meets the following standards:

- At least eight characters in length
- Passwords must have a combination of letter, numeric digits and special characters
- Passwords must include at least one character from three of the following attributes:
 - Uppercase characters (A-Z)
 - Lowercase characters (a-z)
 - Numeric Characters (0-9)
 - Special Characters (i.e: ., !, @, #, \$, %, ^, &, *,)

If the Utah-ID password created by the user does not meet these standards, providers will be forced to change their password to gain access to PRISM.

The provider’s PRISM domain administrator will ask you for your Utah-ID (don’t include your password). The domain administrator will use your Utah-ID to begin the process of adding you to the domain.

II. USER DOWNLOADS AND COMPLETES THE PROVIDER USER ACCESS AGREEMENT

1. Provider User Access Agreement url:
<https://medicaid.utah.gov/Documents/pdfs/PRISM%20C3%20Provider%20UAA%20V3.pdf>
2. Download a copy of the **Provider User Access Agreement** (The form should be filled out electronically for best readability before printing for signatures, not filled out on paper.)
3. Fill out all fields in **Section 1 – User Information** (This section can be completed by either the employee’s supervisor or the user requesting PRISM access, however the user’s information should be entered. Note: the Utah-ID is a required field. If the user does not have a Utah-ID, see section II, item 3 on this section for those instructions, Return to this step after a Utah-ID is created.)

Section 1- User Information		<input checked="" type="checkbox"/> Employee <input type="checkbox"/> Contractor (check one)	
Name	Email address	Utahid (not email)	
Employer	Office	Job Title	
Street Address	City/State/Zip	Work phone	
Supervisor Name	Supervisor email	Supervisor phone	

Note: Fill out at all of fields. If not filled out correctly, enrollments will be returned for correction.

4. Fill out all fields in **Section 2 – Access Information**, and select the applicable checkboxes in the **Requested Access** boxes (This section should also be completed by the employee’s supervisor not the EXT Provider Account Administrator)

Section 2- Access Information		<input checked="" type="checkbox"/> New <input type="checkbox"/> Change (check one)	
Request Date	Effective Date	Expiration Date (If temp access)	
<p>C3 Profiles <i>(See page 2 for profile descriptions)</i></p> <p>Provider Domain Name: <input type="text"/></p> <p>Provider NPI: <input type="text"/></p> <p><input checked="" type="checkbox"/> Provider Account Administrator* (approval in Section 4 below)</p> <p>Other access: <input type="text"/></p>	<p>EXT PROVIDER</p> <p><input type="checkbox"/> Claims Submitter</p> <p><input type="checkbox"/> Claims Inquiry</p> <p><input type="checkbox"/> Claims Processor</p> <p><input type="checkbox"/> Credentialing Specialist (enroll/modify)</p> <p><input type="checkbox"/> EDI Analyst (view HIPAA response/acknowledgement, upload HIPAA files, view TPN information)</p> <p><input type="checkbox"/> EHR Incentive Specialist (eMIPP access)</p> <p><input type="checkbox"/> Member eligibility inquiry</p> <p><input type="checkbox"/> PA (create/modify)</p> <p><input type="checkbox"/> PA/Admission (create/modify & create admission record)</p> <p><input type="checkbox"/> TPL (create lead, view member TPL)</p> <p><input type="checkbox"/> Upload Files (document uploads)</p> <p><input type="checkbox"/> View Only (provider enrollment)</p> <p><input type="checkbox"/> Local Health Department (restricted to LHD domains only)</p>	<p>PEGA CARE MANAGEMENT</p> <p><u>EPAS/Waivers</u></p> <p><input type="checkbox"/> Provider Domain Admin-EXA*</p> <p><input type="checkbox"/> Provider Domain Admin-SCA*</p> <p><input type="checkbox"/> EP Assessor</p> <p><input type="checkbox"/> EP Assessor Trainee</p> <p><input type="checkbox"/> EP Manager</p> <p><input type="checkbox"/> EP Service Coordinator</p> <p><input type="checkbox"/> EP Service Coordinator Trainee</p> <p><u>Aging Waiver</u></p> <p><input type="checkbox"/> Provider Domain Admin*</p> <p><input type="checkbox"/> CMA-AG Case Manager</p> <p><input type="checkbox"/> CMA-AG Case Manager Trainee</p> <p><input type="checkbox"/> CMA-AG Manager</p> <p><input type="checkbox"/> CMA-AG Physician</p> <p><input type="checkbox"/> CMA-AG Registered Nurse</p> <p><input type="checkbox"/> CMA-AG RN Trainee</p> <p><input type="checkbox"/> CMA-AG Intake Worker</p> <p><u>New Choices Waiver</u></p> <p><input type="checkbox"/> Provider Domain Admin*</p> <p><input type="checkbox"/> CMA-NC Case Manager</p> <p><input type="checkbox"/> CMA-NC Case Manager Trainee</p> <p><input type="checkbox"/> CMA-NC Manager</p> <p><input type="checkbox"/> CMA-NC Registered Nurse</p> <p><input type="checkbox"/> CMA-NC RN Trainee</p>	
Justification for access (required)			

- **Select:** New or Change
 - These checkboxes refer to the action you are taking for the profile(s) selected in the sections below
- **Enter** Request Date and Effective Date
- **Enter** the provider domain name and the provider NPI the account administrator has supplied
- **Select:** All applicable profiles to be assigned
- **Fill out:** Justification for access box

5. Print the completed **Provider User Access Agreement** in order to manually sign and date the document in **Section 3 – Security Agreement/Approvals** (User and Supervisor or other approving official [not the EXT Provider Account Administrator] must complete this section)
 - New user signs and dates the document
 - Supervisor or other Approver signs and dates the document

Section 3- Security Agreement Approvals	
<i>Provider Approval- I attest the requested access is appropriate and necessary for this individual to perform assigned job duties. I understand training on system use is the supervisor’s responsibility. I agree to promptly report any changes in this employee’s job duties which impact system use to our PRISM account administrator.</i>	
Supervisor Signature: _____	Date: _____
<i>User Acknowledgement- I agree to comply with the PRISM Access Agreement (located at https://medicaid.utah.gov/become-medicaid-provider) and agree the requested access is appropriate for my use.</i>	
User Signature: _____	Date: _____

6. Return form to the EXT Provider Account Administrator
7. Utilize **Section 4** according to your internal business processes (This section is to be completed by the EXT Provider Account Administrator after all business signatures have been added on the printed form.)

Section 4- Account Administrator Agreement/Approval*	
<i>User _____ (initial) I acknowledge the Provider Account Administrator profile is considered privileged access for the purpose of user management and includes other security duties such as, but not limited to, maintaining appropriate user access documentation and performing user activity reviews.</i>	
<i>Provider _____ (initial) I authorize this individual to serve as the PRISM account administrator for my organization.</i>	

8. EXT Provider Account Administrator scans and saves the completed Provider User Access Agreement to his/her computer to upload to PRISM.
 - a. Recommend using the following standard naming convention for the forms to be uploaded:
username_User_Agreement.pdf
 - b. The original signed paper agreement may be kept or shredded per internal business process.

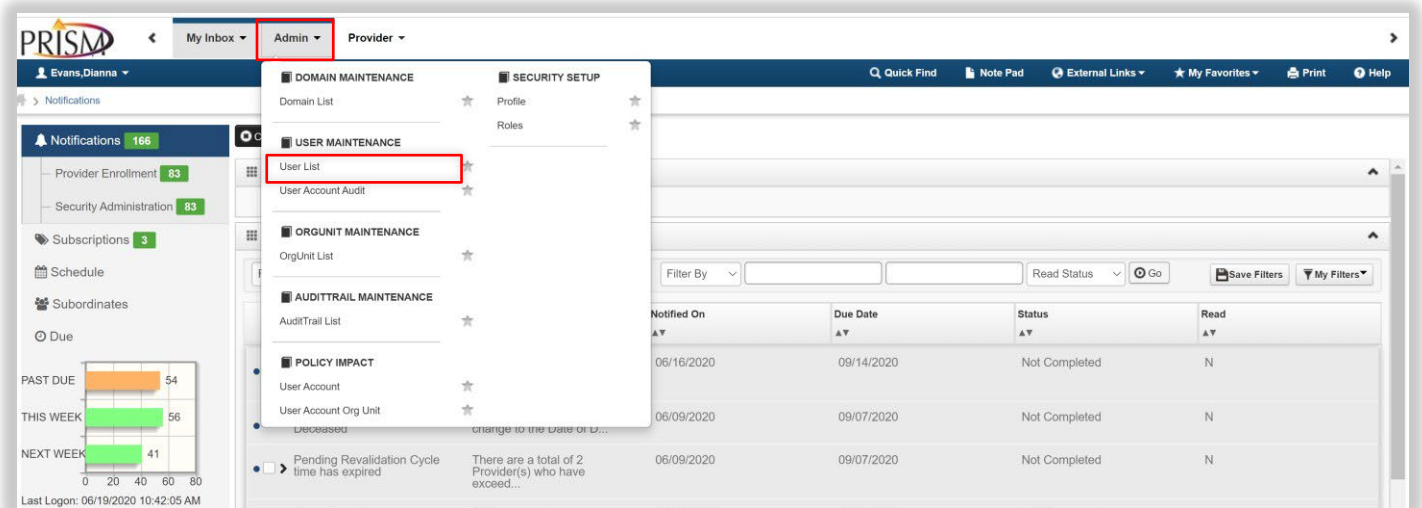
ACCOUNT ADMINISTRATOR ADDS USER TO PRISM

The following steps are required for an EXT Provider Account Administrator to add a user to a PRISM domain, assign PRISM profiles, and upload the User Access Agreement.

I. EXT PROVIDER ACCOUNT ADMINISTRATOR ADDS THE USER TO A PROVIDER DOMAIN

Once you have the new users User Access Agreement and Utah-ID, log into PRISM.

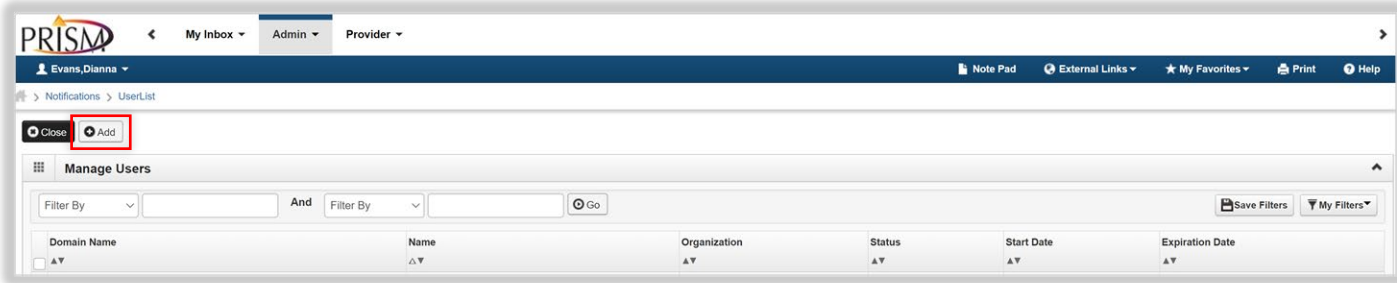
My Inbox



From **My Inbox**:

- Select the **Admin** menu
- Under **User Maintenance**, select **User List**

Manage Users

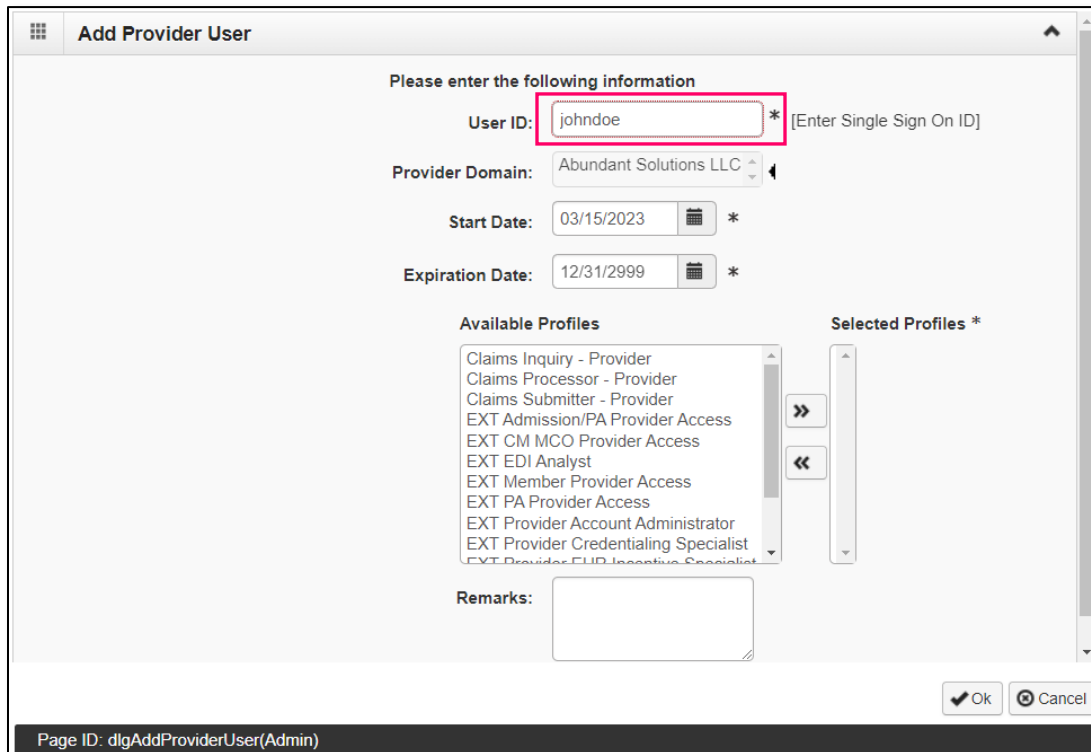


From the **Manage Users** page:

- Click **Add**

Note: This page will list all of the Approved users for the domain.

Add Provider User



The screenshot shows the 'Add Provider User' form. It contains the following fields and options:

- User ID:** A text input field containing 'johndoe', highlighted with a red box. A note next to it says '[Enter Single Sign On ID] *'.
- Provider Domain:** A dropdown menu showing 'Abundant Solutions LLC'.
- Start Date:** A date input field with '03/15/2023' and a calendar icon. A '*' symbol is next to it.
- Expiration Date:** A date input field with '12/31/2999' and a calendar icon. A '*' symbol is next to it.
- Available Profiles:** A list of roles including 'Claims Inquiry - Provider', 'Claims Processor - Provider', 'Claims Submitter - Provider', 'EXT Admission/PA Provider Access', 'EXT CM MCO Provider Access', 'EXT EDI Analyst', 'EXT Member Provider Access', 'EXT PA Provider Access', 'EXT Provider Account Administrator', 'EXT Provider Credentialing Specialist', and 'EXT Provider CUD Incentive Specialist'.
- Selected Profiles *:** An empty list for moving selected profiles.
- Remarks:** A text area for additional notes.
- Buttons:** 'OK' and 'Cancel' buttons at the bottom right.

Page ID: dlgAddProviderUser(Admin)

- Enter the **Utah-ID** in the **User ID** field of the new user being added
- The **Provider Domain** field, will default to the Domain for which the current provider user is logged in

Add Provider User

Add Provider User

Please enter the following information

User ID: * [Enter Single Sign On ID]

Provider Domain:

Start Date: *

Expiration Date: *

Available Profiles

- Claims Inquiry - Provider
- Claims Processor - Provider
- Claims Submitter - Provider
- EXT Admission/PA Provider Access
- EXT CM MCO Provider Access
- EXT EDI Analyst
- EXT Member Provider Access
- EXT PA Provider Access
- EXT Provider Account Administrator
- EXT Provider Credentialing Specialist
- EXT Provider FUD Invoicing Specialist

Selected Profiles *

Remarks:

Ok Cancel

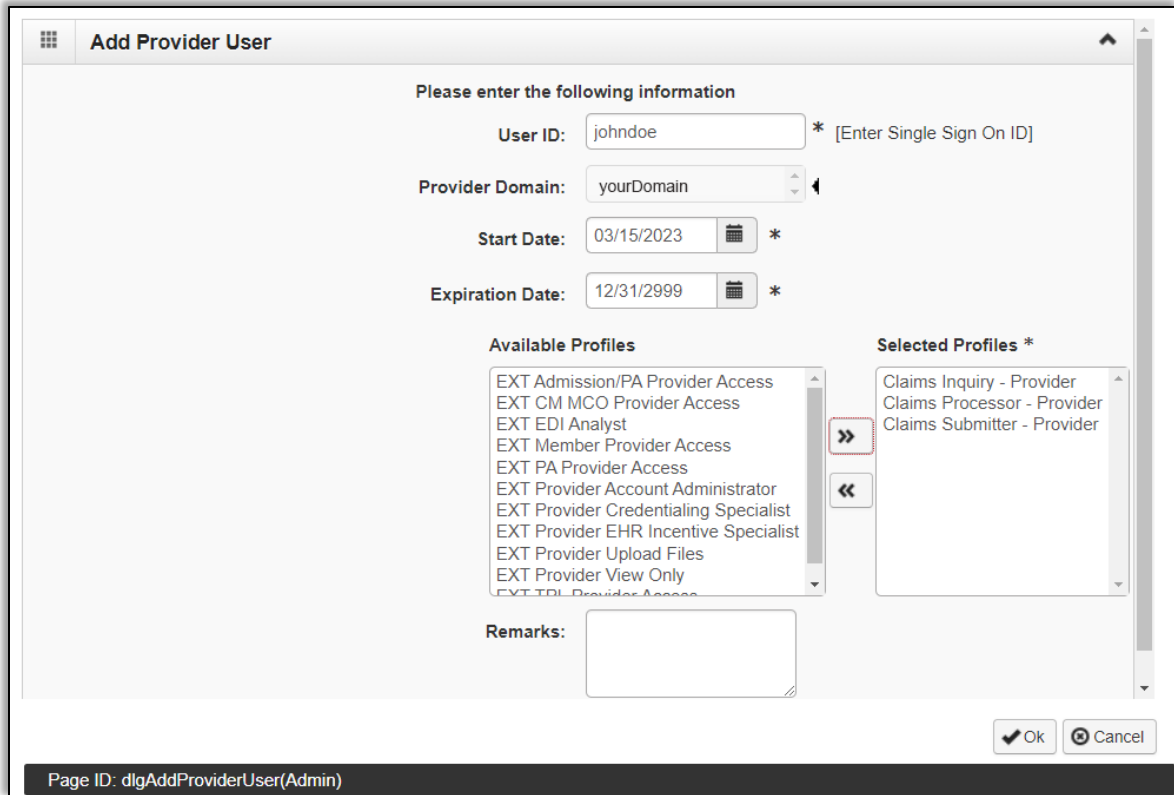
Page ID: dlgAddProviderUser(Admin)

Click on the profile(s) you would like to assign to the new user and use the double arrow button at the center of the screen to move the desired profile to the **Selected Profiles** list box. If applicable, repeat this process for all profiles to be assigned to the user; or the user can hold the Ctrl key, select the appropriate profiles, and then hit the arrow key to select multiple profiles all at once. All of the selected profiles will then move to “Selected Profiles”.

Note: The Start Date defaults to today’s date and a future start date may be entered. The End Date defaults to “12/31/2999” and an earlier End Date may be entered if that date is known. Click **Ok** to proceed.

- The **Start Date** defaults to today’s date
- The **Expiration Date** defaults to 12/31/2999, which is a placeholder end date
- From the **Available Profiles** list box, select at least one profile. Select multiple profiles by using a Shift click or a Ctrl click.
- Click the **Inclusion** arrow (>>)

Add Provider User (continued)



Add Provider User

Please enter the following information

User ID: * [Enter Single Sign On ID]

Provider Domain:

Start Date: *

Expiration Date: *

Available Profiles

- EXT Admission/PA Provider Access
- EXT CM MCO Provider Access
- EXT EDI Analyst
- EXT Member Provider Access
- EXT PA Provider Access
- EXT Provider Account Administrator
- EXT Provider Credentialing Specialist
- EXT Provider EHR Incentive Specialist
- EXT Provider Upload Files
- EXT Provider View Only
- EXT TPL Provider Access

Selected Profiles *

- Claims Inquiry - Provider
- Claims Processor - Provider
- Claims Submitter - Provider

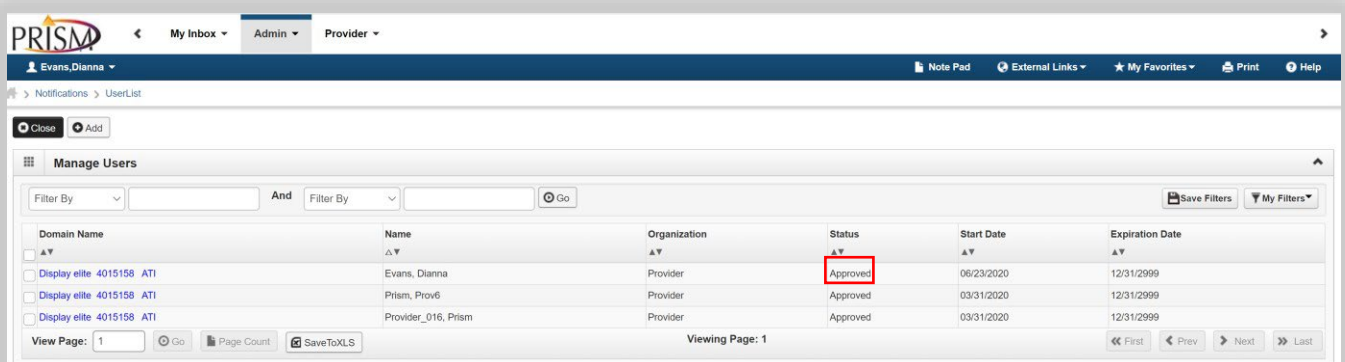
Remarks:

Page ID: dlgAddProviderUser(Admin)

- To remove profiles from the **Selected Profiles** list box, select the profile and click the **Exclusion** arrow (<<).
- Once the appropriate profiles are selected, click **Ok**

Note: Clicking **Ok** will automatically add the profiles and approve the new user.

Manage Users



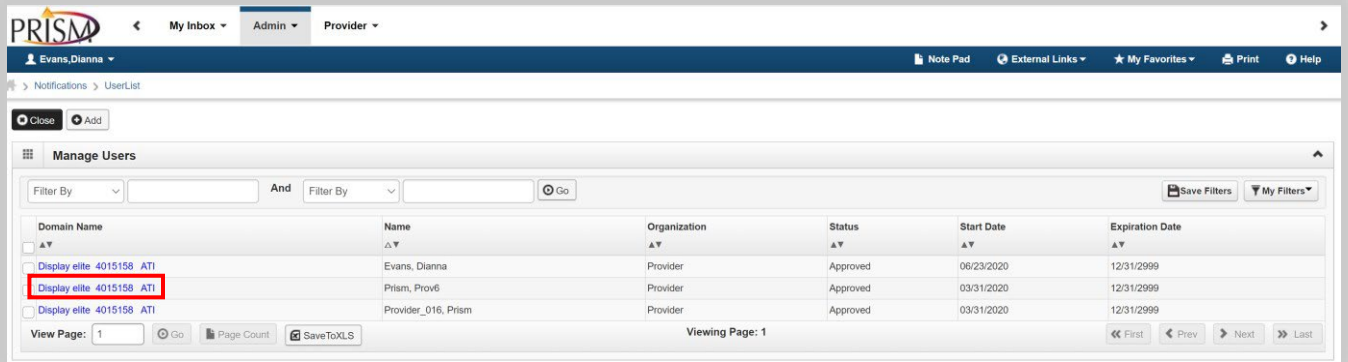
Manage Users

Filter By: And Filter By:

Domain Name	Name	Organization	Status	Start Date	Expiration Date
<input type="checkbox"/> Display elite 4015158 ATI	Evans, Dianna	Provider	Approved	06/23/2020	12/31/2999
<input type="checkbox"/> Display elite 4015158 ATI	Prism, Prov6	Provider	Approved	03/31/2020	12/31/2999
<input type="checkbox"/> Display elite 4015158 ATI	Provider_016, Prism	Provider	Approved	03/31/2020	12/31/2999

View Page: Viewing Page: 1

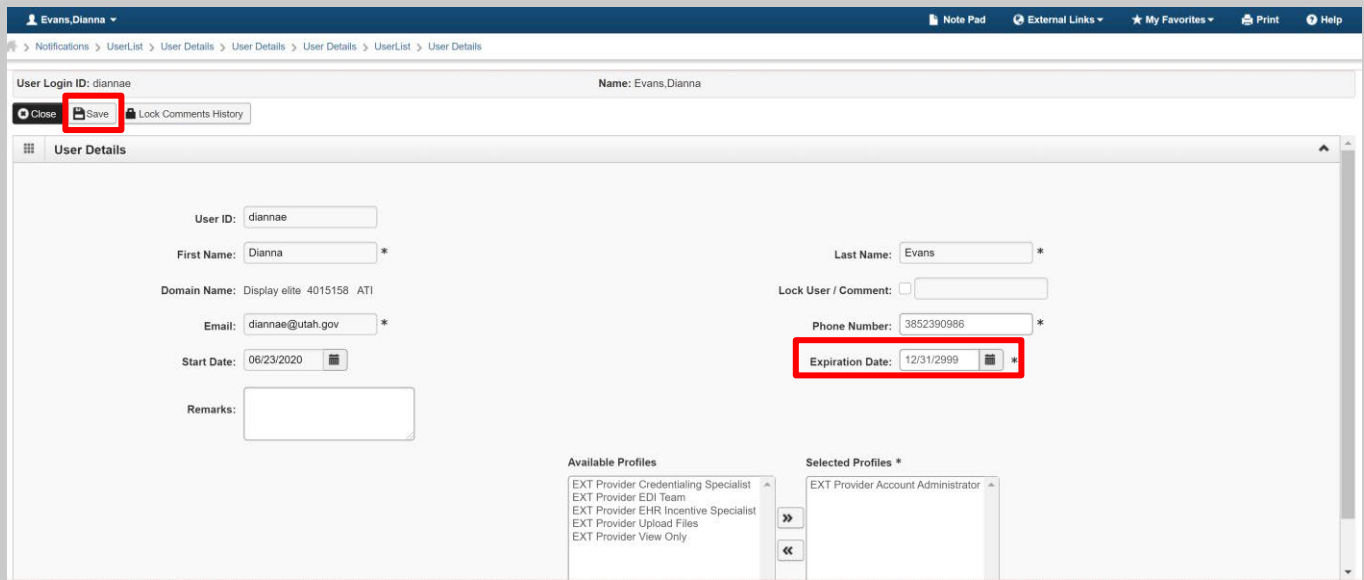
On the **Manage Users** page, the user's status is now showing approved.



On the **Manage Users** page

- Select the **Domain Name** hyperlink of the user that you want to end date

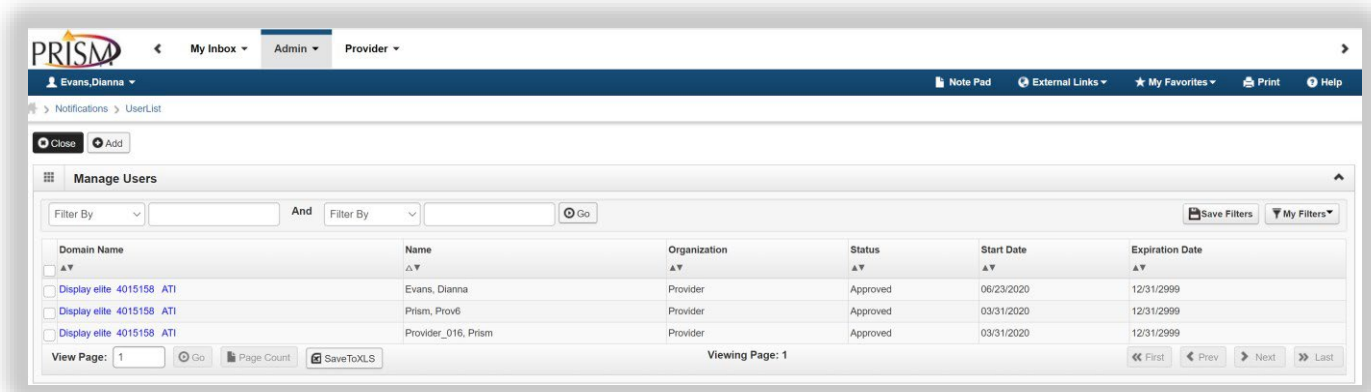
User Details (Provider)



On the **User Details (Provider)** page

- Enter the **Expiration Date**
- Click **Save**

Note: The Expiration Date must be greater than the Start Date



On the **Manage Users** page, the user’s Expiration Date has been updated

Note: The “PRISM Release C3 Provider Profile Descriptions” table should be used to determine the appropriate access to grant PRISM users.

PRISM Release C3 Provider Profile Descriptions

Profile	Description
PROVIDER	
EXT Provider Credentialing Specialist	Allows user to modify provider information, submit new enrollment, and disenrollment requests.
EXT Provider EDI Team	Allows user to add or modify EDI information including submission method, contact, and trading partner. User can submit changes to DOH.
EXT Provider View Only	User has view only access and cannot make modifications.
EXT Provider Upload Files	Allows user to view, upload and submit files to DOH.
EXT EDI Analyst	The ability for providers to view their HIPAA Response/Acknowledgements and upload HIPAA files. View TPN Information.
PROVIDER -Claims	
Claims Submitter - Provider	Ability to submit claims.
Claims Inquiry - Provider	Ability to inquire on claims, including pharmacy claims.
Claims Processor - Provider	Ability to submit claims, inquire on claims including pharmacy claims, and adjust/void claims.
PROVIDER -Prior Authorization	
EXT PA Provider Access	This access is for providers To create a PA, or modify a PA that is not in a final status.
EXT Admission/PA Provider Access	This access is for providers to create a PA, or modify a PA that is not in a final status. They also have access to create an Admission Record for Nursing Facility and Hospice
PROVIDER -Member Eligibility	
EXT Member Provider Access	Member eligibility inquiry
EXT CM MCO Provider Access	View 834, Member eligibility inquiry, HRA (MCO only)
EXT MCO Restriction Team Access	View 834, Member eligibility inquiry, communication messaging (MCO only)
PROVIDER - TPL	
EXT TPL Provider Access (Provider Domain Administrator - eMIPP)	Create TPL lead, View member TPL information
PROVIDER EHR	
Provider EHR Incentive Specialist (Provider Domain Administrator - eMIPP)	Allows user to access EHR incentive information link and the eMIPP system to update/submit eligibility, appeals, audits and payment information.
PROVIDER SECURITY	
EXT Provider Account Administrator	This is the profile assigned to first user to complete new provider enrollment or validate converted provider data. This profile has the responsibility of approving any new users for the Provider's domain. User is responsible for user management for the organization, including uploading scanned user agreements, assigning user profiles and managing/terminating user access. Profile does not have access to EHR Incentives

Pega Provider Roles

Role	Description
EPAS	
EXA-EP Assessor	Works on Criteria scoring as EPAS Assessor in EPAS program.
EXA-EP Assessor Trainee	Works as EPAS Assessor trainee in EPAS program.
SCA-EP Manager	Reviews as Service Coordinator, prepares care plan, in EPAS program.
SCA-EP Service Coordinator	Works as Service Coordinator, prepares care plan, in EPAS program.
SCA-EP Service Coordinator Trainee	Works as Service Coordinator Trainee, prepares care plan, in EPAS program.
Aging Waiver	
CMA-AG Case Manager	Works as Case Manager in Aging waiver case.
CMA-AG Case Manager Trainee	Works as Case Manager Trainee in Aging waiver case.
CMA-AG Manager	Manages provider tasks as Case Manager in Aging waiver case.
CMA-AG Physician	Works as Physician with case worker in Aging waiver case.
CMA-AG Registered Nurse	Works as Registered Nurse with case worker in Aging waiver case.
CMA-AG Registered Nurse Trainee	Works as Registered Nurse Trainee with case worker in Aging waiver case.
CMA-AG Intake Worker	Ability to submit claims, inquire on claims including pharmacy claims, and adjust/void claims.
New Choices Waiver	
CMA-NC Case Manager	Works as Case Manager in NCW case.
CMA-NC Case Manager Trainee	Works as Case Manager Trainee in NCW case.
CMA-NC Manager	Manages provider tasks as Case Manager in NCW case.
CMA-NC Registered Nurse	Works as Registered Nurse with case worker in NCW case.
CMA-NC Registered Nurse Trainee	Works as Registered Nurse Trainee with case worker in NCW case.