



### HEALTH CARE PROVIDER ACCESS AGREEMENT

(download and fill out in Adobe, do not print to PDF)

|   |  |   |  |
|---|--|---|--|
| <b>Section 1- Requester Info req</b>  |  | <input checked="" type="checkbox"/> Employee <input type="checkbox"/> Contractor (check one)  |  |
| Name  | Email address  | <a href="#">Utah ID</a> (not email)   |  |
| Employer  | Office   | Job Title   |  |
| Street Address  | City/State/Zip   | Work phone  |  |
| Supervisor Name   | Supervisor email   | Supervisor phone  |  |
| <b>Section 2- Access Information</b>  |  | <input checked="" type="checkbox"/> New <input type="checkbox"/> Change (check one)   |  |
| Request Date  |  | Expiration Date (If temp access)  |  |
| <b>Select User Profiles</b><br><i>(See page 2 for profile descriptions)</i><br><br>Provider Domain Name<br><input type="text"/><br><br>Provider NPI number <b>required</b><br><input type="text"/><br><br><input type="checkbox"/> EXT Provider Account Administrator*<br>(approval in Section 4 below)<br><br>Other access not listed:<br><input type="text"/>   | <b>PRISM</b><br><input type="checkbox"/> Claims Inquiry - Provider<br><input type="checkbox"/> Claims Submitter - Provider<br><input type="checkbox"/> Claims Processor – Provider<br><br><input type="checkbox"/> EXT EDI Analyst<br>(View HIPAA transactions, upload files)<br><br><input type="checkbox"/> EXT Provider Credentialing Specialist<br><br><input type="checkbox"/> EXT Member Provider Access<br>(eligibility inquiry)<br><br><input type="checkbox"/> EXT PA Provider Access<br>(create/modify)<br><input type="checkbox"/> EXT Admission/PA Provider Access<br>(create/modify, create admission record)<br><br><input type="checkbox"/> EXT Provider Upload Files<br><input type="checkbox"/> EXT Provider View Only<br>(provider enrollment)<br><br><input type="checkbox"/> EXT TPL Provider Access<br>(create lead, view member TPL)<br><br><input type="checkbox"/> Local Health Department<br>(restricted to LHD domains only) | <b>PEGA</b><br><u>EPAS/Waivers</u><br><input type="checkbox"/> Provider Domain Admin-EXA*<br><input type="checkbox"/> Provider Domain Admin-SCA*<br><input type="checkbox"/> EP Assessor<br><input type="checkbox"/> EP Assessor Trainee<br><input type="checkbox"/> EP Manager<br><input type="checkbox"/> EP Service Coordinator<br><input type="checkbox"/> EP Service Coordinator Trainee<br><u>Aging Waiver</u><br><input type="checkbox"/> Provider Domain Admin*<br><input type="checkbox"/> CMA-AG Case Manager<br><input type="checkbox"/> CMA-AG Case Manager Trainee<br><input type="checkbox"/> CMA-AG Manager<br><input type="checkbox"/> CMA-AG Physician<br><input type="checkbox"/> CMA-AG Registered Nurse<br><input type="checkbox"/> CMA-AG RN Trainee<br><input type="checkbox"/> CMA-AG Intake Worker<br><u>New Choices Waiver</u><br><input type="checkbox"/> Provider Domain Admin*<br><input type="checkbox"/> CMA-NC Case Manager<br><input type="checkbox"/> CMA-NC Case Manager Trainee<br><input type="checkbox"/> CMA-NC Manager<br><input type="checkbox"/> CMA-NC Registered Nurse<br><input type="checkbox"/> CMA-NC RN Trainee |  |
| <b>Justification for access (required)</b>  |  |   |  |
| <b>Section 3- Security Agreement Approvals</b>  |  |   |  |
| <u>User Acknowledgement</u> – I agree the requested access above is appropriate and I agree to comply with the PRISM Access Agreement (located at <a href="https://medicaid.utah.gov/become-medicaid-provider">https://medicaid.utah.gov/become-medicaid-provider</a> ). <b>I understand account sharing is prohibited.</b>   |  |   |  |
| User Signature:   |  | Date:   |  |
| <u>Provider Approval</u> - I attest the requested access is appropriate and necessary for the User to perform assigned job duties. I understand training on system use is the supervisor’s responsibility. I agree to promptly report any changes in the User’s job duties which impact system use to our PRISM account administrator.  |  |   |  |
| Provider Signature:   |  | Date:   |  |
| <b>Section 4- Account Administrator Agreement/Approval*</b>   |  |   |  |
| User _____ (initials) I acknowledge the Provider 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. Look up current administrators at <a href="https://medicaid.utah.gov/prism/paal/">medicaid.utah.gov/prism/paal/</a><br>Provider _____ (initials) I authorize this individual to serve as the PRISM account administrator for my organization. |  |   |  |



### PRISM - User Profile Descriptions

|                                       |  |
|---------------------------------------|--|
| EXT Provider Account Administrator    | Add and Manage Provider User accounts for the Domain.<br>Access to Provider Enrollment screens.                                    |
| EXT Claims Inquiry - Provider         | Ability to inquire on claims, including pharmacy claims.   |
| EXT Claims Submitter - Provider       | Ability to submit claims.  |
| EXT Claims Processor - Provider       | Ability to submit claims, inquire on claims including pharmacy claims, and adjust/void claims.                                     |
| EXT EDI Analyst                       | View HIPAA Response/Acknowledgements and upload HIPAA files. View TPN Information.   |
| EXT Provider Credentialing Specialist | Access to enroll and modify all Provider Enrollment screens for a provider.  |
| EXT Member Provider Access            | Member Eligibility Inquiry   |
| EXT PA Provider Access                | Create a Prior Authorization or Modify a PA that is not in a final status.   |
| EXT Admission/PA Provider Access      | Create a Prior Authorization or Modify a PA not in a final status.<br>Create an Admission Record for Nursing Facility and Hospice. |
| EXT Provider Upload Files             | Access to upload documents for a provider.   |
| EXT Provider View Only                | Access to view all Provider Enrollment screens.  |
| EXT TPL Provider Access               | Create TPL Lead, View Member TPL information   |
| Local Health Department               | View MC enrollment, Add/Update Education, View HRA   |

### PEGA - User Role Descriptions

|                                    |  |
|------------------------------------|--|
| <b>EPAS Roles</b>                  |  |
| Provider Domain Admin-EXA          | Add new users to the PEGA application in the domain. Cannot add PRISM Provider Admin |
| Provider Domain Admin-SCA          | Add new users to the PEGA application in the domain. Cannot add PRISM Provider Admin |
| 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            |
| <b>Aging Waiver Roles</b>          |  |
| Provider Domain Admin              | Add new users to the PEGA application in the domain. Cannot add PRISM Provider Admin |
| 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               | Works as case worker in Aging waiver case  |
| <b>New Choices Waiver Roles</b>    |  |
| Provider Domain Admin              | Add new users to the PEGA application in the domain. Cannot add PRISM Provider Admin |
| 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                       |