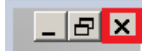




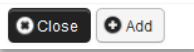
# PRISM Provider User Acceptance Testing Reference Packet

## General Information / Tips & Tricks

- Browser Session Management
  - Only 1 PRISM session per browser session is allowed
- PRISM Navigation versus Browser
  - PRISM passes information as the user navigates through the screens. To ensure that this information is passed correctly PRISM requires the user to navigate using the PRISM buttons and or hyperlinks rather than using the Browser “Back” button or the Browser X button



- To close PRISM screens use the PRISM Close or Cancel buttons
  - Close buttons are located Top Left of PRISM screens



- Cancel buttons are located bottom Right of PRISM dialogue screens

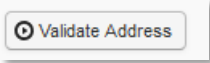


- To logout of PRISM use the logout icon in the blue utility bar



- PRISM Screens are dynamic. Additional fields may display based on user inputs.
- PRISM screens are designed to help the user complete all required information.
  - Business Process Wizard – This screen lists the steps that are Required, Optional or Not Required for the Enrollment type. As users add data additional steps may become required.
    - Step Status – the step status will be marked “Complete” when all the required data is entered
    - Step Remarks – If additional information is needed the step remark will be populated

with information and the status will stay  
“incomplete”

- Screens may have a “Next” button to navigate to the next screen that should be completed.  
Example: Address screens will have a next button to navigate to the next address screen until all required addresses have been added
- Address screens – PRISM uses data from the US Postal Service.
  - To add an address, enter the street address and zip code and select the Validate Address button.  

  - If the address is not found a warning will display but the user can still choose to save an invalid address
  - If the US Postal Service has multiple cities for a Zip Code “Other” will be listed and the user will need to choose the correct city.
- Required Fields-indicated on the screen with asterisk \*
- Conditionally Required Fields-Some fields in PRISM will become required based on user inputs in other fields
- Dates
  - PRISM requires dates to be entered with 2 digit month, 2 digit day and 4 digit year format MM/DD/CCYY
  - Dates can be entered with or without slashes
  - Max End Date for PRISM is 12/31/2999 when an end date is left blank PRISM will populate with the max end date.
- PRISM Database Checks – PRISM will check other Federal and State databases to validate the data entered. Messages for these checks will display as information. The user can still choose to submit the data but additional documentation may be required.

## 1. Initial Provider Validation Steps

Background Information: As a Utah Medicaid provider, you have received a letter instructing you to validate your data that has been converted into a new Medicaid Management Information System called PRISM (Provider Reimbursement Information System for Medicaid).

For this test you will test the initial steps of validating a provider's converted data. You will log off of PRISM part way into the validation to replicate being interrupted at work and timing out of the system login.

This data is de-identified and has no PHI or PII. Follow the validation letter and outline below to validate this provider's information.

### Conversion Validation

- Receive conversion validation letter (follow directions in letter)
- Navigate to Utah Medicaid web site and select validation hyperlink  
<https://prism.health.utah.gov/ecams/revalidate.do>
- Enter Utah-ID login information
- Enter temporary credentials from validation letter
- From the Profile Selection page select EXT-Provider Domain Administrator
- From the PRISM Provider Portal click "Managing Provider Information" under "My Profile"
- Validate the first 3-5 steps in the business process wizard
- Log off to simulate returning later to complete validation

## 2. Log into PRISM Provider Portal to Continue Validation

Background Information: You have gone through the initial steps of validation by completing several steps in the business process wizard. You were interrupted while performing the validation and had to log out of PRISM or the system logged you off and you now need to resume the validation process by submitting your modified validation information.

Log into the PRISM Provider Portal to continue validation

- Navigate to Utah Medicaid web site and select the provider portal link  
<https://prism.health.utah.gov>
- Enter Utah-ID login information
- Enter Domain and select profile
- Complete the Validation process, upload User Access Agreement and submit the Validation modification

### 3. Submit New Modifications after validation is Approved

Background Information: Utah Medicaid will review the submitted validation and either approve or reject the information. The provider will receive a notification of the decision.

Log into PRISM Provider Portal <https://prism.health.utah.gov>

- Provider receives a notification in PRISM
- Review the BPW and notice updated statuses.
- Submit a new modification (This is not a validation modification but an example of an ongoing change)
- Log off

## 4. Office Employee Registers as a New User of the Provider Domain

Background Information: In order to manage your information, you have asked specific employees to accept PRISM user responsibilities.

Office worker registers as a new user:

- Navigate to Utah Medicaid web site and select the registration hyperlink  
<https://prism.health.utah.gov/ecams/register.do>
- Enter Utah-ID login information
- Enter required information and submit

Office Worker completes the Provider User Access Agreement and gives the completed and signed form to the Provider Account Administrator to upload.

## 5. Provider Account Administrator Approves New User

Background Information: You have received a notification that a new user has registered for your domain

Provider account administrator approves new user

- Navigate to Utah Medicaid web site and select provider portal hyperlink  
<https://prism.health.utah.gov>
- Enter Utah-ID login information
- Read notification in provider portal landing page
- Maintain Users
- Upload the Provider User Access Agreement and complete
- Approve the user
- Approve user and assign profiles

### Profile Descriptions

EXT Provider Account Administrator	This profile has access to all provider portal functions except EHR Incentives. This profile is the initial profile assigned to the user that completes a new provider enrollment or validates the converted provider data. This profile has the responsibility of approving any new users for the Provider's domain and is accountable for maintaining this user's information in the system.
EXT Provider Credentialing Specialist	This profile allows the user to modify the provider information, submit new enrollments and request disenrollments.
EXT Provider EDI Team	This profile has access to add or modify Electronic Data Interchange information including Submission Method, Contact, Trading Partner Information and submit these changes to DOH.
EXT Provider File View Only	This profile allows the user to view and will not allow any type of modifications.
EXT Provider Upload Files	This profile allows a user to view and upload files on the Provider Portal and submit these to DOH.
Provider EHR Incentive Specialist	This profile allows access to the EHR Incentive Information link on the provider portal and the eMIPP system to update and submit EHR incentive information including eligibility, appeals, audits and payment information.



## 6. Testing Provider Profiles

Background Information: The provider account administrator has approved a new user with several different profiles.

An approved user logs in and uses newly assigned profiles

- Navigate to Utah Medicaid web site and select provider portal hyperlink  
<https://prism.health.utah.gov>
- Enter Utah-ID login information
- Enter Domain
- Select Profile

## 7. Provider New Enrollment

Background Information: A provider needs to complete a new Medicaid provider enrollment application.

### Provider new enrollment

- Navigate to Utah Medicaid web site and select the new enrollment application hyperlink  
<https://prism.health.utah.gov/ecams/NewEnrollment.do>
- Enter Utah-ID login information
- Select enrollment type
- Enter basic information and note the application #
- Log off to mimic being interrupted
- Return to Application using the Track Application link  
<https://prism.health.utah.gov/ecams/trackapplication.do>
- Complete Business Process Wizard and submit new enrollment

## This 'n That: Reminders & Additional Information for Providers

### PRISM's Release 3 Go-Live

PRISM's Release 3 Go-Live is scheduled for July 1, 2016. Release 3 will focus on the Provider Enrollment component of this system, providing the ability to complete online enrollment and changes.

### Data Conversion & Validation

As part of Release 3, we will ask existing providers to validate their information in PRISM. Their current enrollment record will be converted to PRISM in order to ease the transition between the MMIS and PRISM, as well as eliminate the need for providers to complete a new application. Providers will receive a letter specifying the provider portal URL web address with instructions on how to log in to PRISM to validate and modify information. The first steps providers will need to take once they receive their letter are:

1. Access the Converted Provider URL that is in the letter. (Letters will be mailed out in a staggered fashion after Go-Live.)
2. Use the login information from the letter to log in through the initial PRISM access screen.

Subsequent steps to complete validation of provider information will be in the letter. The window for validation in PRISM will also be included in the letter. Online training will be available to assist with navigating the steps, along with contact information in case providers encounter problems during the process.

### Setting Up a Utah-ID

One way providers can prepare for PRISM's Release 3 is by setting up a Utah-ID if they do not already have one.

Create an account by following these instructions:

1. Navigate to <https://login.utah.gov/user/portal>
2. Under the Utah-ID page "Login" button, click on the "Create Account" link.
3. Create a Utah-ID.
4. Enter your first and last name.
5. Enter a valid email address and verify by re-entering below the original.
6. Create a password and verify by re-entering your password below the original.
7. Click the "Create Account" button.

- Select three security questions and provide answers for each question.



The image shows a login form for Utah-ID. It features the Utah-ID logo at the top. Below the logo are two input fields: "Email or Utah-ID" and "Password". A blue "Login" button is positioned below the password field. Underneath the button, it says "Or Login using:" followed by three social media icons: Google, Yahoo!, and Facebook. At the bottom of the form, there are two links: "Forgot Password?" and "Create Account".

### 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 original password created does not meet these standards, providers will be forced to change their password in order to access PRISM.

### Check Web Browsers & OS Requirements

Another way providers can prepare for PRISM's Release 3 is by checking their web browsers. The provider portal will be accessible via certain web browser versions. In order to ensure system security, the following are minimum web browser and OS requirements for PRISM to work adequately:

- Chrome 29.0+ (Windows or Linux)
- Firefox 23.0+ (Windows or Linux)
- IE 9.0+ (Windows) – **Please note: IE 8.0 will not be supported**
- **Please note: Safari will not be supported**

All browsers must support:

- HTML 4.01+

- Enable Cookies
- Enable Javascript

### Release 3 Training

Training for all components of PRISM's Release 3 will be available through the Medicaid website in July 2016. Please bookmark the PRISM Training Home Page for providers, <https://medicaid.utah.gov/prism-provider-training>, for training specifics that will be added as the Release 3 Go-Live date nears.

### Medicaid Information Bulletins (MIBs)

We will continue to share updated information through future MIB articles. If you have not signed up to receive the MIBs, you can do so at <https://medicaid.utah.gov/provider-resources-and-information>

### Medicaid web site

Updated information can be found on the Medicaid web site under the Administration & Publications tab by selecting "Medicaid Information System (PRISM)"

### Provider Questions

Providers can email [prism@utah.gov](mailto:prism@utah.gov) with PRISM questions.