



Registering and Approving New PRISM Users

Purpose: This standard operating procedure (SOP) outlines how provider office staff will register as PRISM users and obtain a PRISM provider portal account. This procedure also explains how the Provider Account Administrator approves the registration and assigns profiles to the new user.

Standard Operating Procedure (SOP):	PRISM Provider Portal
Title:	Approving a New User for the Provider Portal
Effective Date:	8/16/2016

BACKGROUND: After a Utah Medicaid provider's enrollment application is approved, the designated Provider Account Administrator can assign PRISM profiles to other staff members in their office. The staff member must complete the Provider Portal user registration process; detailed in the **Requesting Access to the Provider Portal** (and PRISM) section below, before a profile can be assigned.

RESPONSIBILITIES OF THE PROVIDER ACCOUNT ADMINISTRATOR: The EXT Provider Account Administrator access 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 Provider Account Administrator throughout this document, has the responsibility of approving all new users for the provider's domain, is accountable for maintaining user information in the system, maintaining appropriate access documentation and performing activity reviews, and removal of access. This profile should be restricted to user security management. If the Provider Account Administrator requires other portal access, that should be done through separate profiles assigned to that user.

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

- User downloads and completes the Provider User Access Agreement
- User requests access to the Provider Portal
- Account Administrator reviews and approves the user's registration
- Account Administrator assigns the user PRISM profile(s)





REQUESTING ACCESS TO THE PROVIDER PORTAL (AND PRISM)

The following steps are required for a user to obtain access to PRISM. Once the user has completed a Provider User Access Agreement (UAA), he or she will need to complete Provider Portal Access registration, detailed in section II. Once access to PRISM is approved by the Provider Account Administrator, PRISM Profiles can be assigned to the user. <u>Note</u>: A user accesses PRISM through the Provider Portal.

I. USER DOWNLOADS AND COMPLETES THE PROVIDER USER ACCESS AGREEMENT

- 1. Navigate to (https://medicaid.utah.gov/Documents/cover-sheets/PRISM-SEC-AGRMNT.pdf)
- 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. Certain fields are marked as required on the PDF form.)
- 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		
Name	Email address	Utah-ID
Employer	Department/Office	Job Title
Street Address	City/State/Zip	Work phone #
Supervisor Name	Supervisor email	Supervisor phone #

- 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 Provider Account Administrator)
 - Select: New, Change, Suspend, or Remove
 - These checkboxes refer to the action you are taking for the profile(s) selected in the sections below
 - Select: All applicable profiles to be assigned
 - Fill out: Justification for access box

Section 2 - Access Information	New Change Suspend Remove (check one)						
Request Date	Effective Date		Expiration Da	ate (If temp access)			
Requested Access (to see a profile description, hover over the profile checkbox)	PROVIDER Credentialing Specialist EDI Team File View (inquiry) Upload Files	PROVIDER EHR	ecialist n admin)	PROVIDER SECURITY			
Justification for access (required)							





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 Provider Account Administrator] must complete this section)

- New user signs and dates the document
- Supervisor or other Approver signs and dates the document
- Return form to the Provider Account Administrator

Section 3 - Security Agreement/Approvals	
<u>User Acknowledgement</u> - I agree to comply with the Utah Agreement (located at medicaid.utah.gov/become-medic assigned for my use.	Department of Health, Division of Medicaid and Health Financing PRISM Access caid-provider) and all other policies that are appropriate to the system profile
User Signature:	Date:
Provider Approval- I attest the requested access profile is duties. I understand training on system use is the supervi- use will be promptly reported to our PRISM account adm.	appropriate and necessary for this individual to perform his/her assigned job sor's responsibility. Any changes in this employee's job duties which impact system inistrator.
Provider Signature:	Date:
Section 4 – Account Administrator Agreemen	nt/Approval
User Acknowledgement (initial) I additionally ackr access for the purpose of user management and includes documentation and performing activity reviews.	nowledge the Provider Account Administrator access profile is considered privileged other security duties such as, but not limited to, maintaining appropriate access
Provider Approval (initial) I additionally authorize	this individual to serve as the PRISM account administrator for my

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

Section 4 - Security Tracking for Provider System Admin	□ scanned form uploaded to P	RISM
Completed by	Date Completed	
Reviewed by	Date Reviewed	
Security Notes		

- Provider Account Administrator scans and saves the completed Provider User Access Agreement to his/her computer in order to upload to PRISM during the Provider Portal Access approval process, as detailed in Provider Account Administrator Grants User Access to PRISM – Section I.
 - 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.





II. USER REQUESTS ACCESS TO THE PROVIDER PORTAL

- 1. The Provider Account Administrator must provide the requesting user with the PRISM provider domain name
- The Provider Account Administrator must direct the user to the Utah Medicaid website (<u>https://medicaid.utah.gov/prism</u>) and provide the following instructions to assist the user in navigating to the Provider Portal Registration page:
 - Hover over the *Health Care Providers* menu
 - Select Provider Portal Access



• On the *Provider Portal Access* page, click the **Provider Portal Registration** hyperlink

Provider Portal Access
Converted Providers Accessing the New PRISM System for the First Time
Use this link if you are a Converted Provider accessing the Provider Portal for the first time and using the temporary credentials that were sent to you in a letter by mail. Once your temporary login credentials are validated, if the user exits the process without completeing the validation and sumission, the user will need to return to the process through the Provider Portal link (above).
A provider will have to register with the State of Utah by creating a Utah-ID account. If not currently logged in, you will be redirected and prompted to log in. If you have a Utah-ID and password, simply log in to access the New Enrollment Application or Track Application links. <u>Click here</u> for more information and instructions if you have not previously created a Utah-ID account.
If you have questions, please call Provider Enrollment at (801) 538-6155, or toll-free 1-800-662-9651 (option 3 then 4) or by email: providerenroll@utah.gov. Do not send protected health information (PHI) to this email address.
Provider Portal
Use this link if you are an Approved Provider and would like to log in to the Provider Portal.
Provider Portal Registration
Use this link to have additional users register for access to an Approved Provider account. The Provider Account Administrator will approve or reject this registration.
The user will need the PRISM Domain of the provider for which they are registering.

3. The user will be prompted to enter his or her Utah-ID and password.

Note: Utah-IDs are unique to each user and should not be shared with other users.

 If a Utah-ID and password needs to be created, click the Create Account hyperlink and use the following standards when creating a password

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

Utah
Email or Utah-ID
Password
Login
Forgot Password? Create Account

- 4. The user fills out the *User Registration* page by:
 - Entering the domain name provided by the Provider Account Administrator in the Domain Name field
 - Entering a phone number in the **Work Phone Number** field
 - Selecting a user type from the *UserType* drop-down menu
- 5. Click Submit





Please enter the f	ollowing information:			
First Name:	Prov7	* Middle Name:		
Last Name:	Prism	* Suffix:	~	
Utah-ID:	Prov7PRISM	*Work Phone Number:)*
MMIS Identifier:		* Work Extension:		
EID:	101270641	* Mobile Number:		
Utah-ID Email:	prov7prism@outlook.com	* UserType:	*	
		Date of Birth:	**	
Status:	In Review 🗸	Domain Name:).
Address Line 1:	0	* Address Line 2:		
	(Enter Street Address or PO Box Only)			
Address Line 3:		City/Town:		•
State/Province:		* County:		*
Country:		* Zip Code:) *. [
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6. If the user has completed all of the required fields, a confirmation page will display.



The Provider Account Administrator receives a notification that a new user account has been created and needs to be reviewed. He/she is now responsible for reviewing and approving the registration before the user can access the Provider Portal for that domain.





ACCOUNT ADMINISTRATOR GRANTS USER ACCESS TO PRISM

The following steps are required for a Provider Account Administrator to review and approve a user's PRISM Provider Portal registration, and then assign the user PRISM profiles.

I. PROVIDER ACCOUNT ADMINISTRATOR REVIEWS AND APPROVES THE USER'S PROVIDER PORTAL

REGISTRATION

- 1. Log into the PRISM provider portal account
 - You will see a "New user registered for PRISM Provider Portal" notification displayed in the My Messages section
- 2. To begin your review/approval of the new user, click the Maintain Users link in the My Profile box

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Provider Portal												
My Services 🕘 Welcome to Provider Portal							My Pr	ofile		_ 2	3	
Medicaid Information		My Messages	My Messages						Change Password Maintain Users			
Searchable Provider Directory	C'M	anage Notifications					User A Manag	ccount A	udit er Informa	ation		
Medicaid Policy Information Eligibility Lookup Tool EHR Incentive Payment Program		Notification Type ▲ ▼	Notification Message ▲ ▼	Notification Date ▲ ▽	Due Date ▲ ▼	Read ▲ ▼	Initiate Track / Disenn	New En Applicatio	rollment on Request			
Files & Forms Fee Schedules Provider Training Provider Manuals		New user registered for PRISM Provider Portal	Prov7,For domain chick3511346, new user has registered for PRISM Provider Portal access. Please review.	04/13/2016	05/13/2016	N	Contac Provid 1-800 EHR	ct Us der Relat -662-965 Program	ions Depa 51 : 801-538	artment: -6929		

- 3. By default the *Manage Users* page displays only approved users. To change the view of this page:
 - Click the User Status drop-down menu
 - Select All or In Review (Note: selecting "In Review" is the most efficient way to complete this process)
 - Click the **Go** button

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	ilter By		Filter By	Approved In Review Rejected	₹ [®]) ⊙ ⊙	8	Save Filter The Filters	•
	Name	Domain Name	Organization Name	Approved In Review Rejected Status	Start Date	End Date	Save Filter Thy Filters	•
	Name	Domain Name	Organization Name	Approved In Review Rejected Status	Start Date	End Date	Save Filter WMIS Identifier	•
	Name	Domain Name	Chick, Hippie	Approved In Review Rejected Status Approved	Start Date ▲ ▼ 01/07/2016	End Date	Save Filter MMIS Identifier PrismP	•





4. "In Review" records are now displayed on the *Manage Users* page. Click the **Name** hyperlink for the user registration you wish to review.

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5. The *User Details* page displays for the selected user. Click the *Show* button in the top right-hand corner and select **Checklist**.

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Last Name:	Prism	* Suffix:	~										
Domain Name:	chick3511346	Date of Birth:											
EID:	101276223	* UserType:	Non-Physician	Staff 🗸									
MMIS Identifier:	PrismP1079	* Work Phone Number:	8014503858			*							
Utah-ID:	Prov6PRISM	*Work Phone Extension:											
Utah-ID Email:	prov6prism@outlook.com	* Mobile Phone Number:											
Start Date:	04/13/2016	Expiration Date:	12/31/2999	*									
Address Line	515 E 100 S	* Address Line 2:											
	(Enter Street Address or PO Box Only)												
Address Line 3:		City/Town:	SALT LAKE CI	TY		*							
State/Province:	UTAH	* County:	SALT LAKE			*							
Country:	UNITED STATES	* Zip Code:	84102			*_	4211						
Status:	In Review												





6. On the User Checklist page click the Provider User Access Agreement hyperlink.

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	CheckList Id	CheckList Description	Co	omplete Statu	s	Start	Date	E	End Date	
	A V	A V		•		A V		4	A V	
	Provider User Access Agreement	Provider User Access Agreement	N	ot Completed		04/13	/2016		12/31/299	9
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7. On the *Update user checklist status* page click the **Upload Document** button.

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Update user checklist status		^
Please enter the following information:		
User Name: Prism, Prov6		
Provider User A Check List Item: Agreement	Access	
Start Date: 04/13/2016		
End Date: 12/31/2999		
Document File Name:	Document Mime type:	O Upload Document
		O Ok Cancel
Page ID: dlgChkListItemStatusUpdate(Admin)		Powered by $@CNS$





- 8. On the *Attachment* box click **Browse**. Navigate to and select the requesting user's completed Provider User Access Agreement and click **Ok**.
 - a. Recommend using the following standard naming convention for the forms to be uploaded: username_User_Agreement.pdf

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Please select the file to be uploaded:	Browse
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9. On the *Update user checklist status* page, click **Ok.**

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Update user checklist stat	us		^
Please enter the following information:			
User Name	: Prism, Prov6		
Check List Item	Provider User Access		
Start Date	: 04/13/2016		
End Date	e: 12/31/2999		
Document File Name	Provider User Access Agreement.pdf	Document Mime type: application/pdf	Upload Document
			O Cancel
Page ID: dlgChkListItemStatusUpdate(Admin)		Powered by \textcircled{OCN}





10. Notice that the **Complete Status** is "Not Completed". To change the status to "Completed", click the checkbox next to *Provider User Access Agreement* and click **Update Status** button.

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11. On the *Update Status* page, change the status to **Completed**, select a *Reason Code* and click the **Ok** button.

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	Status:	Completed	*		
	Reason Code:	New Entry	*		
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					Ok Cancel

12. The **Complete Status** changes to **Completed**. To continue with your review and approval of the user's registration, click the **Show** button in the top-right corner and select **General** from the drop-down menu or click the Close button which will also return you to the User Details page.

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> Pr	ovider Portal > Manage Users > User Details > Us	er Checklist > User Details > User Checklist			
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	User Checklist				^
	CheckList Id	CheckList Description	Complete Status	Start Date	End Date
	Provider User Access Agreement	Provider User Access Agreement	Completed	04/13/2016	12/31/2999
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13. The *User Details* page displays that the user's status is **In Review**. To change the status to **Approved**, click the **Approve** button.

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III User Det	tails											^	
First Name:	Prov6	* Middle Name:											
Last Name:	Prism	* Suffix:											
Domain Name:	chick3511346	Date of Birth:											
EID:	101276223	* UserType:	Non-Physician Sta	ff 🔽 *									
MMIS Identifier:	PrismP1079	* Work Phone Number:	8014503858			*							
Utah-ID:	Prov6PRISM	*Work Phone Extension:											
Utah-ID Email:	prov6prism@outlook.com	* Mobile Phone Number:											
Start Date:	04/13/2016	Expiration Date:	12/31/2999	*									
Address Line 1:	515 E 100 S	* Address Line 2:											
Address I fee	(Enter Street Address or PO Box Only)												
Address Line 3:		City/Town:	SALT LAKE CITY			*							
State/Province:	UTAH	* County:	SALT LAKE			*							
Country:	UNITED STATES	* Zip Code:	84102			*_	4211						
Status:	In Review												
Reason Code:	None												
Remarks:													

14. In the *Update Status* box select the **Approval Reason Code** and click the **Ok** button.

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		Update Status		^
		Status Type:	Data Entry Corrections General System Design Modification Initial Entry Refinement Job Duties Reassigned	
		Reason Code:	New Employee	
		Remarks:	Security Configuration Correction	
				O Ok Cancel

15. The User now has a status of "Approved". Continue to Section II - Step 1 to assign a PRISM Profile.





II. PROVIDER ACCOUNT ADMINISTRATOR ASSIGNS USER PRISM PROFILE

1. Click the **Show** button in the top right-hand corner and select **Associated Profiles** from the drop-down menu.

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ate/Province:	UTAH	* County:	SALT LAKE			*						
Country:	UNITED STATES	* Zip Code:	84102			*_	4211					
Status:	Approved											
Reason Code:	New Employee	~										

2. Next you will need to assign profiles to the user. On the *Manage User Profiles* page click the Add button.

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Provider Portal > Manage Us	ers > User Details > User Check	list > User Details > User Checklist > U	Iser Details > W	lanage User Pr	ones			
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3. The Add New Profiles to User page displays. Click on the profile(s) you would like to assign to the registering user and use the double arrow button at the center of the screen to move the desired profile to the Associate 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 "Associated Profiles". Click the Ok button to proceed

e	Print @Help
	Add New Profiles to User
	User Name: Prism, Prov6
	Start Date: 04/13/2016 # * End Date: 12/31/2999 # *
	Available Profiles Associated Profiles
	EXT Provider Account Administrator EXT Provider Credentialing Specialist EXT Provider EDI Team EXT Provider Upload Files EXT Provider View Only Provider EHR Incentive Specialist

<u>Note</u>: The "PRISM Release 3 (R3) Provider Profile Descriptions" table should be used to determine the appropriate access to grant PRISM users.

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	XT Provider Upload Files Allows user to view, upload and submit files to DOH.			
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				

PRISM Release 3 (R3) Provider Profile Descriptions





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
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- 4. The profile(s) newly associated to the user are listed as "In Review" on the *Manage User Profiles* page.
- 5. Click the check-box next to the PRISM profile(s) you wish to apply to the user and click the **Approve** button.
- 6. After the Approve button is clicked, a Reason code must be selected to finish approving a user account.

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MMIS Id	lentifier : PrismP1079	_		Name	: Prism, Prove
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	▲ ∇	A.Y.	A V	▲ ▼	A 7
\checkmark	EXT Provider Account	EXT Provider Account Administrator Profile is assigned for initial converted provider login	04/13/2016	12/31/2999	In
_	Auministrator	and pro			Review

- 7. The user is now registered and approved to access PRISM using the assigned profile(s).
 - An email and PRISM Inbox notification is sent to the user when a PRISM profile is assigned.
- 8. Click the PRISM **Home** icon in the top-left corner to return to the Provider Portal Home page.