
Provider Login Request Process

This document outlines the process of how providers gain access to the Personal Health Record.

Provider Login Request Process

Health Information Technology

Personal Health Record

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Process Information

Process Description

The Personal Health Record (PHR) allows providers to easily obtain patient health information. Providers are informed about the PHR through AHIN webinars and/or their colleagues. If the provider is interested in accessing the PHR, they can call or email PHR Customer Service. We may also be asked to reach out to the provider by another ABCBS employee via phone or email.

Process Objectives

The objective of this process is to have providers complete the access agreement forms and successfully sign into the PHR.

Definitions

1. User group: Group of members that the user has the ability to view.
2. Schedule B: Form that gives authorization to any user the provider wishes to have PHR access.

Checklist

Below are the steps required for providers to gain access to the PHR.

Steps	Yes/No	Comments
1. Contract Agreement		
1. Login request received		
2. PHR User Agreement and other required information sent to provider via email		
1. Approval Process & Set Up		
1. Followed required steps after receipt of provider agreement		
2. Added users to the PHR and groups to users		
3. Notify users of login information via email		

Step 1 – Contract Agreement

Perform the following steps after login request comes in via email, regular mail, fax, or phone call:

1. Send out the following letter and information via email (There is a printable version of the agreement that can be used only if the provider specifically requests for it to be faxed or mailed to them.):

SUBJECT: Personal Health Record Access

Thank you for your interest in our Personal Health Record (PHR).

We have attached the PHR User Agreement. Please review the agreement and have the authorizing physician sign on the line provided.

Schedule B is the authorization for any user that you wish to have access. The physician must sign Schedule B as well as the agreement.

*The forms are only compatible with Adobe Reader 9 or later. Contact us if you have any issues or questions. <https://get.adobe.com/reader/otherversions/>

Once we receive the completed documents, the authorized staff members will be added to the PHR as users. User Ids, activation codes, and instructions will follow.

Please note: There are separate documents that need to be completed and signed if any additions or deletions need to be made after the initial agreement is finalized. Please contact us to request those forms as needed. It is very important to keep us informed about any new or terminated users so we can guarantee that the privacy of all patients is secured. Also, users that have not logged into PHR in 6 months will be de-activated without notice.

If you have any questions, please don't hesitate to contact us.

Health Information Network
Arkansas Blue Cross Blue Shield
P O Box 2181
Little Rock, AR 72203
Phone: 501.378.3253
Fax: 501.399.3941
personalhealthrecord@arkbluecross.com

2. Attach the agreement and PHR provider brochure to the email. The document locations are:

Agreements: <\\lrd1fil8\PHR\Prov Contracts\Master Contracts>
Provider brochure: <\\lrd1fil8\PHR\Prov Contracts\Correspondence>

Step 2 – Approval Process & Set Up

Perform the following steps:

1. Upon receipt of provider agreement:
 - a. Check for completeness – (Documents must be physically signed by all those requesting a login.)
 - b. Execute agreement – (Have the Director sign the document. If needed, we can continue with set up even before execution of the document.)
 - c. Scan and email to personalhealthrecord@arkbluecross.com
 - d. Save executed agreement – Save to P drive > Prov_Contracts > Contracts
 - o Document location: \\lrd1fil8\PHR\Prov_Contracts\Contracts
 2. Add Users to the PHR
 - I. Click the “Users” link on the blue navigation bar on the left side of PHR. To search for a user, enter the user’s name into the Last Name/First Name fields. Click “Search” and the “New” button will appear. After selecting “New” complete as follows:
 - a. Status – Active
 - b. Role – Select Provider (verify the NPI in AHIN) or Provider Staff depending on the role of the user
 - c. Enter 7 digit user id – first initial\middle initial\last name (use ‘X’ if no middle name) plus last 4 digits of authorizing responsible NPI #
 - d. No person ID created – leave value as “0”
 - e. Enter First Name, Middle Initial, and Last Name
 - f. Enter email (used for password resets and can be the contact person’s email for each user)
 - g. Enter temporary password following the password requirements – i.e., health123!, phrphr123! ([password generator](#))
 - o Will be used as the user’s activation code during first login
 - h. Enter “Responsible” NPI number, click Find
 - i. Enter “Facility” NPI number, click Find (A facility will be created at this point if not already contained in PHR system. Also, the provider may not have a facility NPI. If not, use “Responsible” NPI in this field.)
3. Add groups to users:
 - a. Select “Groups” from the left vertical menu
 - b. Select “User Groups” page tab at the top of the screen
 - o Group type should default to “User Group”
 - c. Enter the User ID
 - d. Enter “BCBS” as the group name and select Create
4. Create a Master List for new Providers/Facilities:

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- a. Using an existing Master List as an example, create an Excel document with the new provider's information. The document should be saved under the provider's name as it is set up in the PHR.
- b. This document should be saved to the location: [\\lrd1fil8\PHR\Prov Contracts\Master Lists](#).

Step 3- Notify Users of Login Information

1. Notify users –Send the email below to each individual listed on Schedule B. Each person will get the instructions, their own user ID and activation code:

TO: Contact Person/ Individual
FROM: personalhealthrecord@arkbluecross.com
DATE: 01/01/0000
SUBJECT: PHR Provider Access

When sending the emails that include user IDs and activation codes, enter "{encrypt}" into the subject line of the email. Also go to the "Options" tab and choose to "Request a Read Receipt".

Thank you for your interest in the Personal Health Record (PHR). Your instructions are attached to this email, and your user ID and activation code are listed below. It is important to immediately log on and change the activation code to a password of your choice.

If you have any questions, please don't hesitate to contact us at (501) 378-3253 or personalhealthrecord@arkbluecross.com.

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2. Notify Admin – Send the email below to the AUA or provider's main point of contact:

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TO: AUA/Admin
FROM: personalhealthrecord@arkbluecross.com
DATE: 01/01/0000
SUBJECT: PHR Provider Access

This letter is to inform you that a setup letter for the PHR has now been sent out to all users listed on the Schedule B form for this provider/facility. The letter includes user IDs, activation codes, and instructions for getting started. If you have any questions or concerns, please feel free to contact us at (501)378-3253 or personalhealthrecord@arkbluecross.com.

Thank you,

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