

CARE COORDINATION PROVIDER PORTAL

Getting started

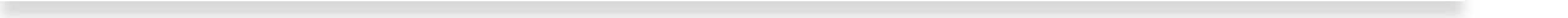


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New users will receive a letter with instructions on who to call to set up their care coordination provider portal username and password.



REGISTRATION

- Providers will receive a letter from The Oklahoma Health Care Authority with a phone number to call to set up login information.
- A representative will assist you with setting up a unique username and password. They will fill in all required fields as indicated by an * and click Submit in the bottom right corner.
- Note: The first user in a practice that registers for the provider portal is by default considered the system administrator for that practice. System administrators create and manage all user accounts for the practice and can assign other users as system administrators.

Registration

Create a new provider System Administrator account

Login Information

Username* Password* Confirm Password*

System Administrator Account Information

First Name* Last Name*

Email* Credentials

Please enter your unit or department name within your organization

Name*

Provider Information

Provider Name* Specialty

Phone Number* Fax Number

NPI* ID*

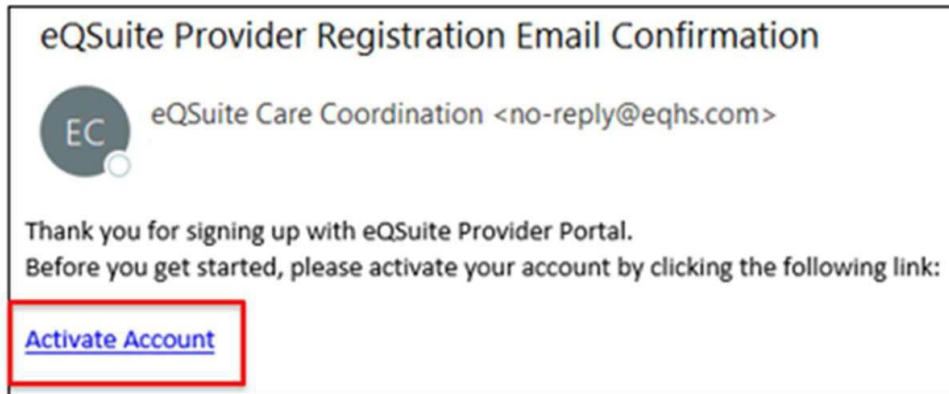
Address Line 1* Address Line 2

City* State* Postal Code*

SUBMIT

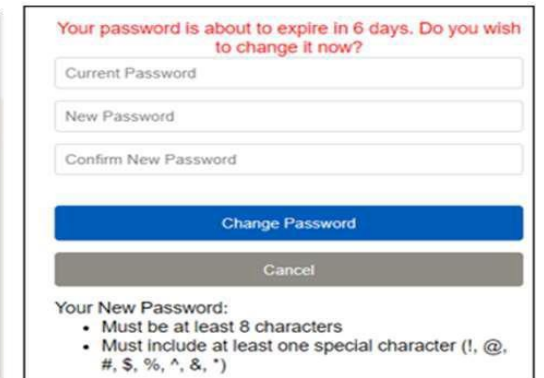
Account Activation

- After registration is complete, the user will receive an email containing a link for account activation; follow the steps in that email to activate the user account.



Logging In

- Once the account has been activated, the user will be directed to the homepage for log in.
- Passwords are changed at pre-determined intervals. The system will generate reminder emails starting 14 days in advance.



Terms and Conditions

THE ACENTRA HEALTH PORTAL IS SUBJECT TO AND GOVERNED BY TERMS AND CONDITIONS OF USE. BY PROCEEDING OR USING THE ACENTRA HEALTH PORTAL YOU ARE AGREEING THAT YOU HAVE READ AND UNDERSTOOD THE TERMS AND CONDITIONS OF USE AND AGREE TO BE BOUND BY THEM. DO NOT PROCEED OR OTHERWISE USE THE ACENTRA HEALTH PORTAL. UNAUTHORIZED TERMS OR CONDITIONS OF USE OR DO NOT AGREE TO BE BOUND BY THEM, DO NOT PROCEED OR OTHERWISE USE THE ACENTRA HEALTH PORTAL. UNAUTHORIZED ACCESS TO THE ACENTRA HEALTH PORTAL IS PROHIBITED.

ACENTRA HEALTH PORTAL TERMS OF USE

- 1. This Terms of Use Agreement (the "Agreement")** is between Acentra Health, LLC on behalf of itself and its affiliates including eHealth Solutions, LLC ("Acentra Health"), "We," "Us" or "Our"), the group/practice entity that has been provided an ID (as defined in Section 3 below) to use this Portal (as defined below (the "Provider," "You" or "Your"), and the Users (as defined in Section 2 below) (the Provider and Users shall collectively be "You" or "Your"). This Agreement governs the use of the Acentra Health Portal, including without limitation, all access, insurance codes, graphics, logos, text, documentation, user guides, manuals, and contents of all materials other than Patient Information (as defined in Section 6), enhancements, bug fixes, upgrades, modifications, and copies thereof, and all information, methods and processes contained therein (the "Portal"). By using the Portal, you agree that You accept the terms and conditions of use of the Portal and that You are an authorized user of the Portal. This Agreement is posted on the Portal and is subject to change at any time.
- 2. Authorized Personnel:** This Portal is intended for access solely by physicians and authorized members of their staff. Authorized members include only (a) the personnel permitted to access and use the Portal by Provider ("Standard Users") and (b) Standard Users who have been assigned certain administrative duties ("Administrative Users" and "Administrative Users" shall be collectively "Users"). If You are an Administrative User, it is Your responsibility to identify Standard Users, and to authorize, monitor, and control access to and use of the Portal by such Standard Users. All Users using the Portal represent and warrant that she is authorized to use the Portal and to bind You to the terms of this Agreement.
- 3. Data Collection; Cookies:** The Portal collects information you provide to us through your interaction with the Portal. This information includes information you provide by completing online forms, accessing, and entering information, initiating data requests or reports, initiating messages through the Site and server address. The Portal collects information by sending cookies to your web browser. If your web browser permits it, to collect data as you browse and interact with the Portal. The cookies will provide information about how you use the Portal but will not identify you personally. You can control cookie settings on your computer by adjusting your browser settings to automatically reject some forms of cookies. If you visit the Portal without taking steps to adjust your browser settings to reject cookies, you consent to receive all cookies from our Portal. If you do not permit cookies, some features and functionality of our Portal may be limited or unavailable to you. We also use technology tools such as Google Analytics, tags and banners to collect data for the purposes identified in this Terms of Use Agreement.
- 4. Ownership and License of the Portal.**
 - 4.1. In-Kind Grant.** Subject to the terms and conditions of this Agreement, We hereby grant to (a) Users a personal, non-transferable, non-assignable, revocable limited right to use the Portal for the sole purpose of accessing and entering Patient Information (as defined in Section 7) and transmitting such Patient Information to Payers (as defined in Section 6) through the Portal; (b) Administrative Users a personal, non-assignable, non-transferable, and revocable limited right to use the Portal to maintain, update and support the use of IDs (as defined in Section 4 below); and (c) Users a personal, non-assignable, non-transferable, and revocable limited right to access and view the on-line informational files and user guides in the Portal for Your internal business purposes only.
 - 4.2. Ownership.** As between the parties, you agree that We are, with our third-party licensors, the exclusive owner of all right, title and interest in and to the Portal, including without limitation all patent, copyright, trademark, trade secret and other intellectual property ("IP"). All rights not expressly granted to Us, and all rights or licenses, whether express, implied, arising by estoppel or otherwise, are conveyed or intended by this Agreement except as expressly provided in this Section 4. Any reproduction, distribution, public performance, or public display of these materials, in whole or in part, is prohibited without our express prior written permission or as expressly permitted in Section 4.1.
 - 4.3. Expressly Prohibited Uses.** You will not and You will not allow Users or others to: (a) make unauthorized use, disclosure, republication or reproduction of the Portal or Intellectual Property; (b) disseminate, decompile, reassemble, reverse engineer the Portal or Intellectual Property or create a substantially similar Portal and/or Intellectual Property; (c) rent, loan, lease, provide as a commercial service bureau, sublicense (except as permitted to Users), transfer, network, reproduce, display, or otherwise distribute the Portal and/or Intellectual Property; (d) copy the Portal and/or Intellectual Property in any form except as necessary to use the Portal in accordance with this Agreement; (e) modify, alter, delete or obscure any proprietary rights notice embedded in or affixed to the Portal and/or its Intellectual Property.
- 5. User IDs and Passwords.** With the proper identification, a Provider will be allowed to register one initial user account (the "Administrative ID"). This Administrative User will then be responsible for creating additional user accounts and passwords for Standard Users to be used in conjunction with the Administrative ID for Standard Users to enter and use the Portal ("User ID") (the Administrative ID and the User ID shall be "IDs"). You are solely responsible for (1) maintaining the strict confidentiality of the IDs assigned to Users, (2) instructing Users to not allow another person to use their IDs to access the Site, (3) any changes, damages, or losses that may be incurred or suffered as a result of You or Your Users failure to maintain the strict confidentiality of their IDs, and (4) promptly informing Us in writing of any ID access to security concerns. We are not and will not be liable for any harm related to the theft of IDs, your disclosure of IDs, or Your authorization to allow another person or entity to access and use the Portal using Your IDs. You agree to immediately notify Us of any unauthorized use of Your IDs.
- 6. Payer Requirements.** You have been given access to the Portal through an arrangement or an agreement with a third-party insurance company or a governmental entity (a "Payer") and you are permitted to use the Portal only as expressly permitted pursuant to the terms and conditions of this Agreement. Any requirements for the use of the Portal with respect to a particular Payer's processing requirements and/or auto approval rules have been established by the Payer and Acentra Health, LLC in respect thereof. In the event that You are unable to enter, process or transmit Patient Information or have questions regarding the entry, processing, or transmission of information with respect to a particular Payer, any remedies will be in accordance with Your arrangement or agreement with such Payer.
- 7. Patient Information.** The Portal is intended to enable Users to enter and store confidential patient information ("Patient Information") and to transmit such Patient Information to a Payer. Certain state and federal laws, as well as ethical and licensure requirements of Your profession may impose obligations with respect to patient confidentiality that may limit the ability of physicians, health care providers, and persons acting on their behalf to make use of certain services or to transmit certain information to third parties. You warrant and represent that You will, at all times during the term of this Agreement and thereafter, comply with all laws directly or indirectly applicable to You that may now or hereafter govern the gathering, use, transmission, processing, receipt, reporting, disclosure, maintenance, and storage of the Patient Information, and use Your best efforts to cause all persons or entities under Your direction or control to comply with such laws. You are, at all times during the term of this Agreement and thereafter, solely responsible for obtaining and maintaining all patient consents and all other legally necessary consents or permissions required or advisable to disclose, process, review, transmit, and use the Patient Information You transmit, store, or receive in connection with the Portal. You agree that We, our licensors, and all other persons involved in the operation of Portal, have the right to monitor, retrieve, store, and use Patient Information in connection with the operation of such services, and are acting on Your behalf in transmitting Patient Information. We agree to use commercially reasonable efforts to maintain the confidentiality of such information and prevent the disclosure of such information to third parties except in connection with the transmission, storage, retrieval, and disclosure of such information on Your behalf and as may be required or permitted by law. We will use commercially reasonable efforts so that the Portal will not prevent You from complying with the Health Insurance Portability and Accountability Act of 1996 ("HIPAA") and its implementing regulations, as amended. Each party shall be responsible for ensuring that performance of its obligations and exercise of its rights under this Agreement complies with HIPAA and all other regulations that are applicable to that party in the operation of its business. Neither party shall have responsibility for the applicability of HIPAA to the other party's business. Notwithstanding the above, you are solely responsible for assessing Your compliance with HIPAA and You shall adopt, modify and/or implement all policies and procedures necessary to comply with the HIPAA. WE CANNOT AND DO NOT ASSUME ANY RESPONSIBILITY FOR YOUR USE OR MISUSE OF PATIENT INFORMATION OR OTHER INFORMATION TRANSMITTED, MONITORED, PROCESSED, STORED OR RECEIVED USING THE SITE OR THE SERVICES.
- 8. Disclaimers.** The Portal is provided "as-is." The Portal is a service to facilitate reporting care management requests to insurance companies only and is not a substitute for the professional judgment of the health care professional in diagnosing and treating patients. You acknowledge that the Portal, including without limitation any informational or educational material therein, is in no way intended to prescribe, designate, or recommend a particular medical care to be provided or procedures to be performed. You accept responsibility for and acknowledge that you will exercise Your own independent judgment in Your use of the Portal and shall be solely responsible for such use. You shall ensure the compliance with this Agreement by Your employees, Users, agents, officers, directors, and other representatives and shall bear the responsibility for any breach of this Agreement by them. You further agree that We shall have no liability to You or any third party arising out of Your or any User or any third party's use of the Portal. Unless otherwise agreed in writing by the parties, you further acknowledge that You shall be solely responsible for any modifications, additions, alterations or other changes made by You to the Portal or Patient Information, EXCEPT AS EXPRESSLY PROVIDED HEREIN. WE MAKE NO WARRANTIES OR ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, OR NON-INFRINGEMENT. OR WARRANTIES ARISING BY COURSE OF DEALING OR CUSTOM OR TRADE, EXCEPT AS EXPRESSLY PROVIDED HEREIN. WE MAKE NO REPRESENTATIONS OR WARRANTIES THAT YOUR ACCESS TO AND USE OF THE PORTAL: (1) WILL OPERATE UNINTERRUPTED OR ERROR-FREE; (2) IS FREE OF VIRUSES, UNAUTHORIZED CODE, OR OTHER HARMFUL COMPONENTS; (3) IS SECURE OR (4) WILL PRODUCE ACCURATE RESULTS. YOU ARE RESPONSIBLE FOR TAKING ALL PRECAUTIONS YOU BELIEVE NECESSARY OR ADVISABLE TO PROTECT YOUR AGAINST ANY CLAIM, DAMAGE, LOSS, THREAT, OR HAZARD THAT MAY ARISE BY VIRTUE OF YOUR USE OF THE PORTAL. NO ORAL OR WRITTEN INFORMATION OR ADVICE PROVIDED BY ACENTRA HEALTH ITS AGENTS OR EMPLOYEES WILL CREATE ANY WARRANTY OR IN ANY WAY INCREASE OR OTHERWISE MODIFY THE SCOPE OF THE WARRANTIES EXPRESSLY PROVIDED IN THIS AGREEMENT.
- 9. Evolution of Damages.** UNDER NO CIRCUMSTANCES WHATSOEVER WILL WE BE RESPONSIBLE OR LIABLE TO YOU OR ANY OTHER ENTITY OR USER FOR ANY DIRECT, COMPENSATORY, INDIRECT, INCIDENTAL, CONSEQUENTIAL (INCLUDING LOST PROFITS AND LOST BUSINESS OPPORTUNITIES), SPECIAL, EXEMPLARY, OR PUNITIVE DAMAGES ARISING FROM OR RELATED TO, IN ANY MANNER WHATSOEVER, (1) YOUR USE OF THE PORTAL, OR (2) ERRORS, INACCURACIES, OMISSIONS, DEFECTS, UNWILLINGNESS, SECURITY BREACHES, OR ANY OTHER FAILURE TO PERFORM US, AND THE FOREGOING EXCLUSIONS SHALL APPLY REGARDLESS OF WHETHER OR NOT WE HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.
- 10. Limitation of Liability.** IF NOTWITHSTANDING THE OTHER TERMS OF THIS AGREEMENT, WE SHOULD HAVE ANY LIABILITY TO YOU OR ANY THIRD PARTY FOR ANY LOSS, HARM OR DAMAGE, YOU AND WE AGREE THAT SUCH LIABILITY SHALL UNDER NO CIRCUMSTANCES EXCEED ONE THOUSAND DOLLARS (\$1000.00). YOU AND WE AGREE THAT THE FOREGOING LIMITATION OF LIABILITY IS THE EXCLUSIVE REMEDY FOR SUCH DAMAGES AND REPRESENTS A FAIR AND REASONABLE ALLOCATION OF RISK BETWEEN YOU AND US. YOU ACKNOWLEDGE THAT ABRSENT YOUR AGREEMENT TO THIS LIMITATION OF LIABILITY, WE WOULD NOT PROVIDE THE SITE TO YOU.
- 11. Indemnity.** You agree to defend, indemnify and hold Us harmless against any loss, expense, cost or damage (including our reasonable attorneys' fees, expert fees, and other reasonable costs of litigation) arising from, incurred as a result of, or in any manner related to: (1) Your breach of the terms of this Agreement; (2) Your unauthorized or unlawful use of the Portal; and (3) the unauthorized or unlawful use of the Portal by any other person using Your ID.
- 12. Confidentiality.** You agree to keep the Confidential Information (as defined below) strictly confidential and treat it in the same manner and with the same due care and discretion that You treat Your own most confidential and sensitive information. You agree not to publish, disclose, divulge, or disseminate the Confidential Information to any third party. You further agree to grant access to Confidential Information only to Your officers, directors, employees, consultants, and assistants who have a legitimate need to know the information and who are bound by a confidentiality agreement or other arrangement to keep the Confidential Information strictly confidential and who agree not to use or disclose the Confidential Information except as required and permitted by this agreement. You agree that, You will not, at any time, without written permission of Acentra Health: (a) copy, duplicate, distribute or create derivative works of the Confidential Information, or any part thereof; (b) use the Confidential Information to develop functionally similar computer software; for any other purpose not expressly permitted under this Agreement; or (c) permit any third party to do any of the foregoing. "Confidential Information" shall include the IDs, Patient Information, Payers, the Portal, Intellectual Property, any issues, improvements, features, customizations, enhancements, inventions, know-how or other intellectual property created, invented, conceived, suggested, developed, or reduced to practice by either You or Us pursuant to this Agreement. Upon termination of this Agreement, You shall immediately cease all use of the Confidential Information, in whatever form, and, at our option, return or destroy and certify in writing the destruction thereof, any and all copies of the Confidential Information.
- 13. Term and Termination.** The term of this Agreement ("Term") shall begin upon the date first used by You and shall continue unless otherwise terminated. We may immediately terminate this Agreement, with or without cause, at any time, upon giving notice to You.
- 14. Injunctive Relief.** You acknowledge that a breach by You of any of the covenants set forth herein may result in immediate and irreparable injury to us, and that in the event of a breach or threatened breach, We will be entitled to seek from any court of competent jurisdiction preliminary and permanent injunctive relief, which remedy will be cumulative and in addition to any other rights and remedies to which We may be entitled, in equity or by law, without necessity of posting bond or other security.
- 15. U.S. Government End Users.** The software and documentation in the Portal is a "commercial item" as that term is defined in 48 C.F.R. 12.101 (Oct. 2010), containing "commercial computer software" and "commercial computer software documentation" as such terms are used in 48 C.F.R. 12.212 (Oct. 2010), 48 C.F.R. 12.213 (Oct. 2010), 48 C.F.R. 12.217 (Oct. 2010), 48 C.F.R. 12.217-202, 48 C.F.R. 12.217-203, 48 C.F.R. 12.217-204, 48 C.F.R. 12.217-205, 48 C.F.R. 12.217-206, 48 C.F.R. 12.217-207, 48 C.F.R. 12.217-208, 48 C.F.R. 12.217-209, 48 C.F.R. 12.217-210, 48 C.F.R. 12.217-211, 48 C.F.R. 12.217-212, 48 C.F.R. 12.217-213, 48 C.F.R. 12.217-214, 48 C.F.R. 12.217-215, 48 C.F.R. 12.217-216, 48 C.F.R. 12.217-217, 48 C.F.R. 12.217-218, 48 C.F.R. 12.217-219, 48 C.F.R. 12.217-220, 48 C.F.R. 12.217-221, 48 C.F.R. 12.217-222, 48 C.F.R. 12.217-223, 48 C.F.R. 12.217-224, 48 C.F.R. 12.217-225, 48 C.F.R. 12.217-226, 48 C.F.R. 12.217-227, 48 C.F.R. 12.217-228, 48 C.F.R. 12.217-229, 48 C.F.R. 12.217-230, 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PRACTICE VERIFICATION

- If an account is configured to require practice verification, a 'Practice Not Verified' notification will display upon each login until the verification process is completed.

Notifications

Nicole Wright is not verified

Dr.Domingo is not verified

Insurance is not verified

CLOSE

START VERIFICATION

Practice verification allows a user to quickly check the status of all authorization requests associated with the practice's Tax ID number, including those entered by the clinical team through a fax or phone request. Authorization requests can be entered using a practice that has not been verified; however, a user will only be able to see the requests that they have entered in the system if verification is not completed.

REQUEST VERIFICATION PIN

System administrators can request a verification PIN by clicking Start Verification in the practice verification pop-up window.

The system will redirect the user to the Admin menu, Practice Admin tab.

The Practice Admin tab lists all Tax ID numbers affiliated with a user's account.

The screenshot displays the Provider Portal interface. At the top, there is a navigation bar with the following items: Provider Portal, AUTHORIZATIONS, ADMIN, MY PROFILE, HELP, Danielle Guidry, and Logout. A notification window is open, titled "Notifications", containing three items: "Nicole Wright is not verified", "Dr.Domingo is not verified", and "Insurance is not verified". Below the notifications are "CLOSE" and "START VERIFICATION" buttons. A red arrow points from the "START VERIFICATION" button to the "PRACTICE ADMIN" tab in the main interface. The main interface has a header with the text: "By creating and managing system users, you agree to restrict access to employees, contractors or other individuals who have explicitly agreed to comply with the privacy and non-disclosure agreement." Below this header are three tabs: "PRACTICE ADMIN", "USER ADMIN", and "INACTIVE USERS". The "PRACTICE ADMIN" tab is active and displays a table with the following data:

Practice Name	Office Name	Status	Options
PRACTICE TAX# [REDACTED]	Nicole Wright	Not Verified	
PRACTICE TAX# [REDACTED]	Dr.Domingo	Not Verified	
PRACTICE TAX# [REDACTED]	Insurance	Not Verified	

Under the status column, click Not Verified. In the pop-up window, select the preferred verification method and click Submit. The status will change from Not Verified to In Progress.

- Available Verification Methods:
 - Address: A system-generated PIN will be mailed to the address on file.
 - Fax: A system-generated PIN will be faxed to the fax number on file.
- Available verification methods are based on provider files submitted to Acentra Health.

By creating and managing system users, you agree to restrict access to employees, contractors or other individuals who have explicitly agreed to comply with the privacy and non-disclosure agreement.

Practice Name	Office Name	Status	Options
PRACTICE TAX# [REDACTED]	Nicole Wright	Not Verified	[Edit]
PRACTICE TAX# [REDACTED]	Dr.Domingo	Not Verified	[Edit]
PRACTICE TAX# [REDACTED]	Insurance	Not Verified	[Edit]

Request Verification

Verification Method

Please select a method

CANCEL SUBMIT

Status

In Progress

By creating and managing system users, you agree to restrict access to employees, contractors, and vendors. You also agree to comply with the privacy and non-disclosure agreements.

- PRACTICE ADMIN
- USER ADMIN
- INACTIVE USERS

Practice Name	Office Name
PRACTICE TAX#	Nicole Wright
PRACTICE TAX#	Dr Domingo
PRACTICE TAX#	Insurance

Verification In-Progress

[Would you like to cancel the verification request?](#)

Please enter PIN (Case Sensitive*)

CANCEL

Status
Verified

VALIDATE PRACTICE USING VERIFICATION PIN

- Once the verification PIN has been received, navigate to Practice Admin by selecting Admin from the top menu.
- Under the status column, click In Progress and enter the verification PIN in the pop-up window, then click Submit.
- The status will change from In Progress to Verified.
- Users are now able to view all requests associated with the practice.



OKLAHOMA
Health Care Authority

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