SECURE PORTAL ACCOUNT MANAGER
WHAT YOU NEED TO KNOW

What is an Account Manager?

Account Manager is a role within the Secure Portal that is assigned to Arkansas Health & Wellness' primary contact within your practice. The purpose of this role is to help us maintain the safety and integrity of patient data.

The Account Manager is responsible for day-to-day support of all Secure Portal user accounts that are registered under the same Tax Identification Number (TIN). These responsibilities include:

- Approving access for new Secure Portal users
- Assigning permissions for users based on their job responsibilities
- Regularly adjusting the permissions of users whose roles may have changed
- Terminating users who no longer work at the practice.

> **Arkansas** Health & Wellness **is responsible for verifying and setting up the original user/registrant for your TIN. Please contact your Provider Relations rep or Provider Services at 1-877-617-0390 to get set up.**

Accessing Account Manager Tasks

1) Click the **User Management** dropdown in order to complete Account Manager actions.
2) Search for a specific user by entering their name and email address, or view a list of all users in your practice.
3) For new user accounts that need to be verified, select the **Verification Pending** box, click the Verify Account button, and follow instructions on the back page.
4) To view and edit details of existing accounts, click the **Update User** button and follow instructions on the back page.
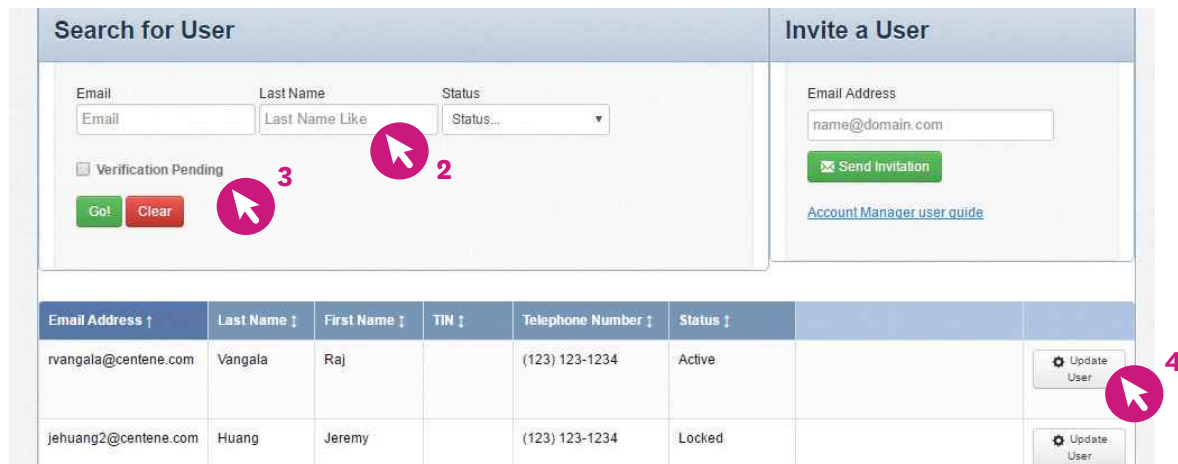
Account Manager Tasks

Within the Update User Status and Permissions screen as shown below, the Account Manager has three tasks:

1) Enabling and Disabling Users

- Account Managers will receive an email when a user from their practice creates a new user account. The Account Manager will click **Enable User** to grant access to the user.
- User accounts are disabled after 90 days of inactivity. Account Managers can use this button to re-enable these users.
- If a user leaves the practice or no longer needs access to the Secure Portal information for that specific TIN, the Account Manager will click **Disable User.**

2) Send email to verify user accounts and to reset passwords

- Once a user is enabled, their status will change to "Unverified." The Account Manager can click **Send Registration Email** for the user to be notified that they must complete their registration.
- If a user has forgotten their password, the account manager can click **Send Password Reset Email.**

3) Selecting/modifying access levels for users

- Account Managers are responsible for selecting and managing the appropriate access for each user in their practice.
- Access levels include:

Health Records: View a patient's health records for number and type of visits, medications, Immunizations and labs, care gaps, etc.

Claims: View and submit claims.

Manage Account: Enable, disable, modify permissions for a specific TIN, and invite users to set up an account.

Eligibility: View and check eligibility for a specific patient.

Assessments: Complete or view a Health Risk Assessment (HRA) or Notification of Pregnancy (NOP) for a patient.

Authorizations: View and submit authorizations.

Update User status and permissions for Jeremy Huang

User Information

Email	jehuang2@centene.com
Name	Jeremy Huang
Telephone Number	(123) 123-1234

Status	Locked
Last Login Time	2014-11-20 10:27:25

Please reach out to your Provider Relations rep or Contact Provider Services at 1-877-617-0390 for Secure Portal assistance

Profile Information

TIN   Verified **Yes**

Can Access: ☐ Health Record ☑ Claims ☑ Manage Account ☑ Eligibility ☑ Health Passport ☑ Assessments ☑ Authorizations

Update Status ○ Disable user **1**   ○ Send Password Reset Email **2**   **3**

Comments [200 characters left]

Comments History
Update User Roles 4376 kmcweeney@centene.com 03/09/2016 <script>alert(1)</script>
Update User Roles 4376 kmcweeney@centene.com 03/09/2016 ';alert(1)//
</xmp><script>alert(1)</script>

Cancel   Update User