

### Office Staff (“Delegate”) Access Questions

#### **How do I grant my staff access to the Affinity Provider Portal – PRISM?**

Click the “Access Controls” link on the Home Page after logging into the Affinity Provider Portal – PRISM. To add a staff member as a delegate, click the “Create Delegate” button in the toolbar. Enter your delegate’s information and complete all required fields on the form. Click the “Create Delegate” button to create the task. Requests are processed within 5 business days.

#### **Which staff members are appropriate to be given “Clinical” versus “Non-Clinical” access to the Affinity Provider Portal – PRISM?**

This decision is unique to each practice and the roles and responsibilities of the staff there. Non-Clinical access still provides the ability to perform all managed functions such as checking eligibility, sending and receiving authorizations, checking claims status, and secure messaging. In addition to the Non-Clinical features, Clinical access provides a delegate with access to the Stanford Health Care electronic medical record for shared patients. The physicians within each practice are best positioned to make a decision about whether Clinical or Non-Clinical access is most appropriate for a given staff member.

#### **Can the same email address be used by multiple delegates (an office with multiple staff uses one email to manage their business transactions)?**

No. This is not allowed as it is a violation of the Terms & Conditions regarding sharing usernames/passwords. Each Affinity Provider Portal – PRISM user must have a unique email address in order to be registered with access to the system.

#### **What if I have staff that work under two different Tax ID numbers and need delegate access under both entities they service?**

The physician at each practice must independently set-up the staff member as a delegate using the same user information (for example, name and email address). Only one login is required and the user will see the combined patient list from all the locations s/he works at.

### Usernames & Passwords Questions

#### **What should I do if I forget my User ID?**

Go to the Affinity Provider Portal – PRISM home page and click the “Forgot User ID?” link. You will be asked for your first and last names and email address. After answering, you will be emailed your User ID. Note: If your information does not match what is on file, you will be directed to call the Service Desk for assistance.

### **What should I do if I forget my password?**

To request your password, click the “Forgot Password?” link on the Affinity Provider Portal – PRISM home page. You will be asked your first and last names and User ID. After correctly answering, you will see your password. Note: If your information does not match what is on file, you will be directed to call the Service Desk for assistance.

### **Training & Support Questions**

#### **Will someone come out to the office to set up Affinity Provider Portal – PRISM?**

The Affinity Provider Portal – PRISM is accessed via a web browser and requires minimal set-up. Transition support resources can be accessed on [www.AffinityMD.com](http://www.AffinityMD.com), and training materials are located on the Home Page after logging into the Affinity Provider Portal – PRISM. You may also call Affinity Provider Services at 800-615-0261, or contact your Affinity Provider Relations Specialist.

#### **What should I do if I am having trouble navigating the Affinity Provider Portal – PRISM?**

Refer to the Affinity Provider Portal – PRISM Guide and eLearning module, both available on the Home Page after logging in. These resources have helpful information on how to use the Affinity Provider Portal – PRISM. Visit [www.AffinityMD.com](http://www.AffinityMD.com) for additional support resources, such as the schedule for online training sessions. You may also call Affinity Provider Services at 800-615-0261, or contact your Affinity Provider Relations Specialist.

#### **What are the hours for telephonic support?**

The standard Affinity Provider Services contact center is open Monday through Friday, 8 am to 6 pm and can be reached by calling 800-615-0261. Beginning May 30<sup>th</sup>, Affinity Provider Services is extending its morning hours to begin taking calls at 7 am. Affinity Provider Services can assist with Affinity Provider Portal – PRISM navigation and training, as well as standard operational questions and matters, such as eligibility, claims, or authorization issues.

For login and password related issues, Stanford Health Care’s Help Desk is available to assist. The SHC Help Desk support is available 24 hours a day, 7 days a week. The SHC Help Desk can be reached at (866) 277-3768.

### Common Affinity Provider Portal – PRISM Navigation Questions

#### **How do I find a patient who does not appear on my patient list?**

Click “Add Patient” on the Home Page after logging into the Affinity Provider Portal – PRISM. Required fields are indicated with a red exclamation icon and recommended fields are indicated with a yellow yield sign. Enter all required information and at least one of the recommended fields (we strongly recommend using the patient’s Zip Code as the recommended field). Click “Search” to view results. Click “Select” to add this patient to your patient list.

#### **How will we receive new patient referrals?**

Click the “Patient Info” button in the banner at the top of the Affinity Provider Portal – PRISM. Next select the “Authorizations” tab, followed by the “Auths by Provider” subtab located in the navigation panel along the left-hand side of the screen. Check the box for each provider whom you wish to see authorization activity. Click the Search button. A list of all open authorizations is returned. The Start Date field can be sorted to identify the oldest or the most recent (newest) authorizations in the system and which were referred to the selected provider.

### Cutover Related Questions

#### **What do we do if we put in an authorization on May 27<sup>th</sup> for a service to occur after June 1<sup>st</sup>? Which system will it be in?**

Before June 1<sup>st</sup>, continue to enter all authorizations into the current Ika portal. All open authorizations in the Ika system at the end of May will be moved into the new Affinity Provider Portal – PRISM. After June 1<sup>st</sup> the Ika portal will be frozen in a view-only state, so all new authorization requests will need to be entered in the new Affinity Provider Portal – PRISM.

#### **How does the transition impact billing and collection?**

Along with the transition to the new Affinity Provider Portal – PRISM, Affinity is also undergoing a change in its claims payment system. This claims system conversion is based on the date of service for the clinical encounter. Claims for services rendered prior to June 1<sup>st</sup> will be processed in the old Ika Systems. Claims received for dates of service on or after June 1<sup>st</sup> will be processed in the new system. The old Ika portal will remain live in a view-only state, and can be used to reference claims payments for activity prior to June. When researching claims with a date of service on or after June 1<sup>st</sup>, you will need to consult the new Affinity Provider Portal – PRISM.

### Miscellaneous Questions

#### **Using the Affinity Provider Portal – PRISM, will I be able to see the clinical information in other Epic systems such as John Muir, UCSF, or Kaiser?**

The electronic medical record information displayed within the Affinity Provider Portal – PRISM belongs to Stanford Health Care, and does not include data from other Epic clients' systems. Any clinical documentation housed in other Electronic Records or Practice Management Systems will not appear.

#### **If I submit an authorization request, but it is pended or denied while I am out of the office, can any of our staff review the status?**

Yes. All users within a practice (same Tax ID Number) can see the patients and activity for everyone in the group. Information around authorization requests can be viewed both by filtering the authorization by member or provider.

#### **Are there minimum system requirements for the Affinity Provider Portal – PRISM system?**

Yes, both PCs and Macs support Affinity Provider Portal – PRISM. The following web browsers are recommended for optimal system performance:

- Internet Explorer 9, 10, or 11
- Firefox 24 or later
- Chrome
- Safari

Affinity Provider Portal – PRISM can also be accessed by Apple iPads running iOS 8 using the Safari browser and Android tablets using the Google Chrome browser. The native Android browser and other third-party browsers are not supported. The Google Chrome browser on iOS is also not supported. Users might need to enable Java to view graphs and scanned images. Additionally, third-party image viewers might install Java applets and other ActiveX components on the client workstation. In this case, users need appropriate privileges on their workstations to install such components.