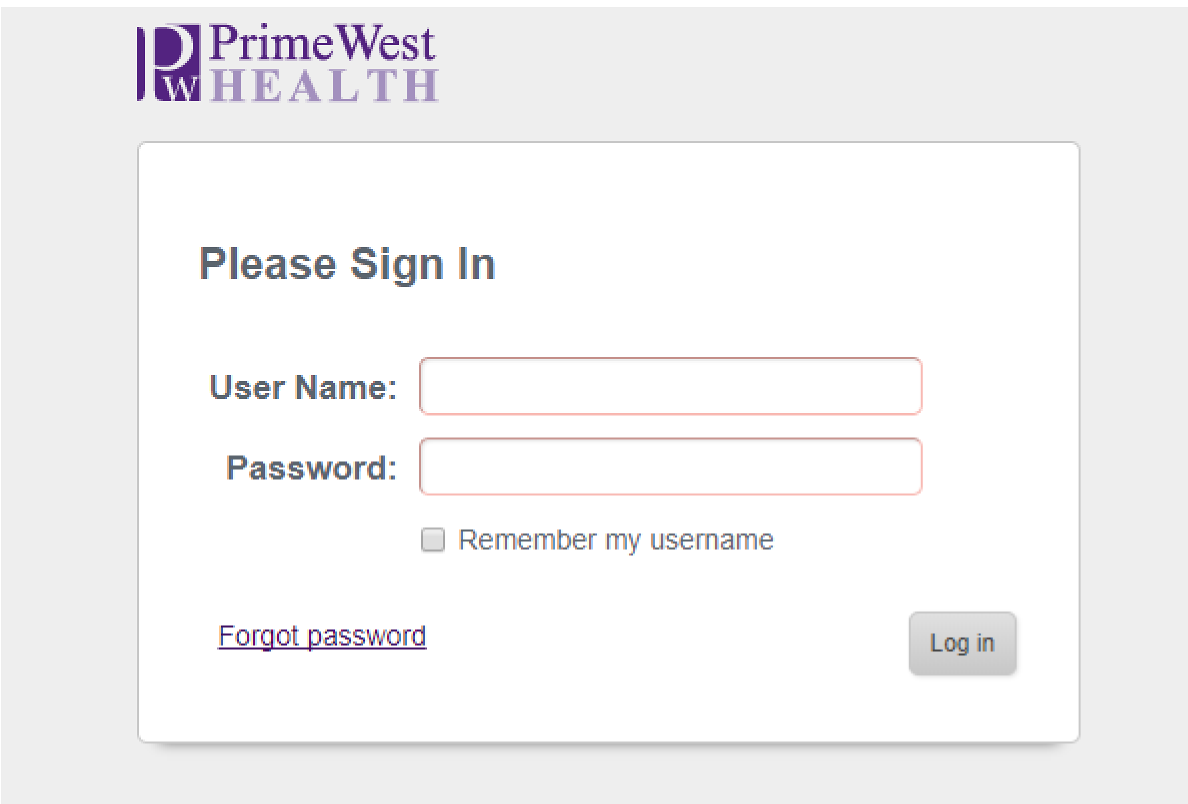
PrimeWest Health Provider Web Portal
User Administration Application

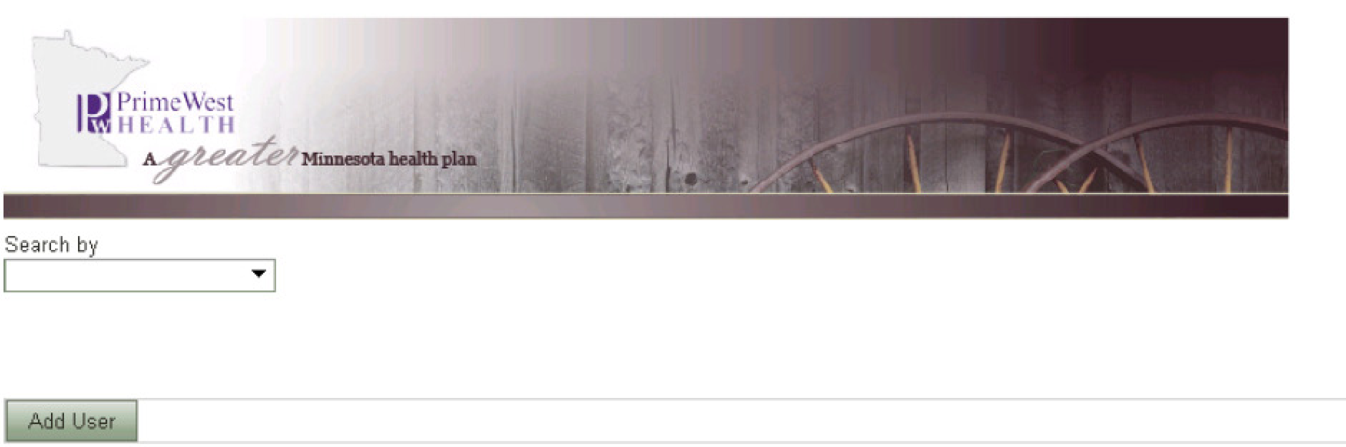
PrimeWest Health provider web portal administrators are responsible for creating and managing all user accounts at their facilities using the User Administration application. The following steps explain how to search for, add, and edit users at your facility. If you still have questions after following these steps, please contact the PrimeWest Health Provider Contact Center at **1-866-431-0802** (toll free).

1. Searching for users

a. Log in to the User Administration application using the user ID and password provided to you by PrimeWest Health



b. Use the “Search by” dropdown to select which search criteria to use



i. Options include the following:

- Facility Name
  - Search for all users at a facility
  - A facility can be selected by typing a portion of the facility name or by using the up and down arrows

    - As an administrator, you should only see facilities you are the administrator for; if you see additional facilities, contact the PrimeWest Health Provider Contact Center
  - User First/Last Name
    - Enter the beginning of a user's first or last name
    - Search results will include all users whose name begins with what was typed
    - Search is not case sensitive. For example, if you search for "Fred," the return results will include entries spelled both "Fred" and "fred."
  - Email Address
    - Enter any portion of an email address
    - For example, you can search for "@primewest.org" to see all users who have that as part of their email address
  - TIN
    - Enter the entire 9 digit Tax ID Number (TIN)
  - NPI/UMPI
    - Enter the complete NPI or UMPI
    - Note: This search will not work with partial entries
  - Group Role
    - Select a group from the list and search for all users assigned to that group
    - All users assigned to the selected group/role will display
    - The only available options are Eligibility and Provider
  - User ID
    - Enter the complete user ID

c. After entering a search term, click the "Search" button

d. All matching results display on the screen
   i. If no results are returned, try searching again using a different option

2. Adding new users

a. Click the "Add User" button

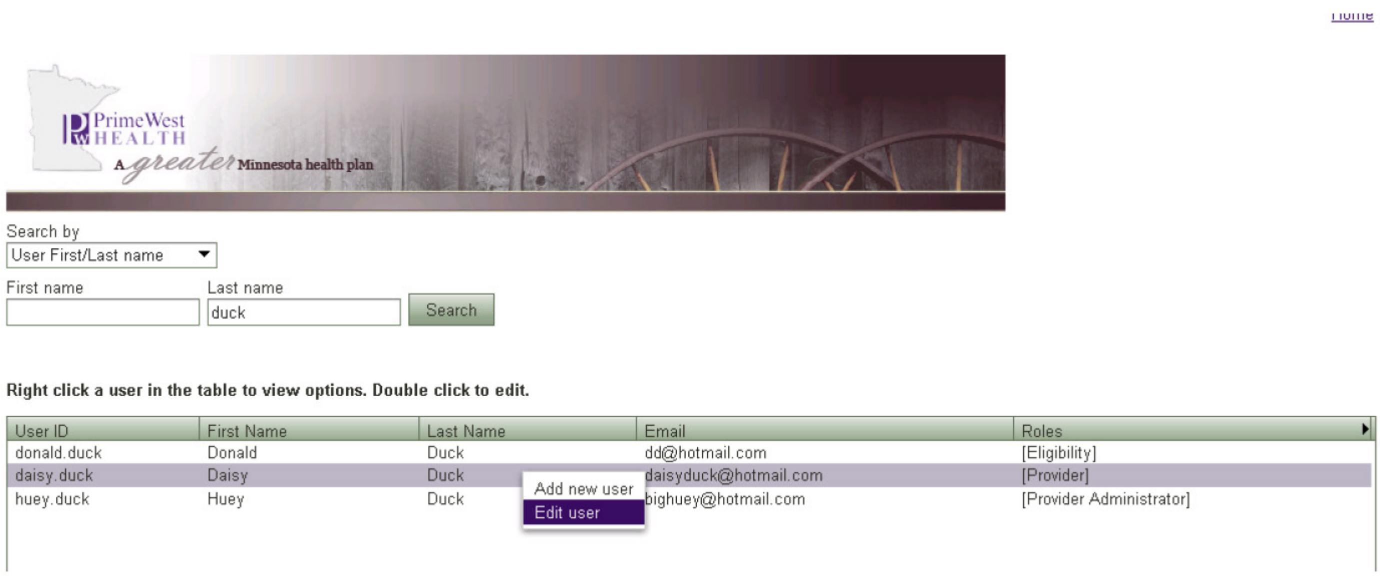
b. Complete all required fields
   i. Required fields have an asterisk (*****) next to the field description
      - User ID
        - The User ID is in first name.last name format
      - First Name
      - Last Name
      - Email Address
      - Available Roles
        - Lists roles this user can be assigned to; a user can only have one of the following roles:
          - Eligibility – user able to verify eligibility only
          - Provider-user – able to verify eligibility; claim status; and denials, authorizations, accumulators, and remits
        - To assign a role, select the role in the "Available Roles" box and click the ">" button
        - If the role requires a TIN and/or NPI/UMPI, the screen will add those fields once the role is selected
      - User's Roles
        - Lists the roles a user is assigned to
        - To remove a role, select the role in the "User's Roles" box and click the "<" button
   ii. All required fields will be validated
      - If the information entered is invalid, a red triangle will appear
      - Put your mouse cursor on top of the red triangle to find out what is invalid and how to fix it

c. Click *Apply* to save your entry

d. If you do not want to save your entry, click *Cancel* and the information will not be saved

3. Editing users

a. Search for the user you want to edit. The user's name will appear in the grid once found.



b. Right-click on the user you want to edit, then select "Edit User"

c. Make necessary changes

d. Click *Apply* to save your changes or *Cancel* to close the screen and not save changes

4. Logging out

a. When you are finished searching for, adding, and/or editing user accounts, click *Home* in the upper right corner of the main screen or close your internet session by clicking on the X in the top right corner of your internet browser