

NC HEALTHCONNEX CLINICAL PORTAL

PARTICIPANT ACCOUNT ADMINISTRATOR REFERENCE GUIDE



NORTH CAROLINA
HEALTH INFORMATION EXCHANGE AUTHORITY (NC HIEA)

Contents

INTRODUCTION.....	3
Welcome.....	3
CLINICAL PORTAL – USER ACCOUNT MANAGEMENT	4
Levels of Access and Responsibilities Overview	4
Role-Based Permissions.....	4
Role Combinations	5
COMBINATION ROLES.....	7
NC*Notify	7
Controlled Substance Reporting System.....	7
PAA PORTAL USER INTERFACE.....	8
PAA User Account Management Home Page	8
EDITING, ADDING & DEACTIVATING USER ACCOUNTS	10
EDITING OR DEACTIVATING AN EXISTING USER	10
CREATING NEW USER PORTAL ACCOUNTS.....	11
ADDING MORE THAN ONE ROLE	13
ADDING THE NC*NOTIFY “VIEWING NOTIFICATIONS” ROLE.....	13
ADDING THE NC*NOTIFY “UPLOAD PANEL” ROLE	13
ADDING THE CSRS ROLE.....	13
CHOOSING A CSRS ROLE	14
REQUESTING NEW DIRECT SECURE MESSAGING ACCOUNTS.....	15
USER AUDIT	16
PERFORMING THE QUARTERLY USER AUDIT WITHIN THE CLINICAL PORTAL	16
FAQs	20
WHO TO CONTACT:	21
SAS NC HEALTHCONNEX HELP DESK COMMUNICATION PROCESSES:	21
TECHNICAL SUPPORT ESCALATION PROCESS.....	21
PAA USER GUIDE CONTENT DISCLAIMER	23
PARTNERS.....	24

INTRODUCTION

This Participant Account Administrator (PAA) Reference Guide was developed jointly by the North Carolina Health Information Exchange Authority (NC HIEA) and SAS Institute to assist PAA in supporting their providers and staff in using of the NC HealthConnex Clinical Portal. PAAs are critically important liaisons between NC HIEA and their health care organizations. Additionally, PAA are the points of contact that have authority to utilize the SAS Health Information Exchange (HIE) Technical Support Team and Help Desk.

Welcome

PAAs' roles and responsibilities are as follows:

- Serve as the main contact to receive questions and communications from NC HIEA, including encouraging access and use of NC HealthConnex for health care operations and patient treatment
- Manage creation and deactivation of user accounts for the clinical portal and Direct Secure Messaging (DSM)
- Act as the point person for providers and staff who have questions about NC HealthConnex, including forwarding training opportunities via quarterly Teletown Halls and scheduling training for their organization upon request
- Update NC HealthConnex with address and staff changes
- Ensure the participating entity list (the health care organization's participating facilities) is up to date and accurate
- Complete and return quarterly user account audit

CLINICAL PORTAL – USER ACCOUNT MANAGEMENT

Levels of Access and Responsibilities Overview

Access to the NC HealthConnex Clinical Portal is granted to clinicians and other users that provide patient care in a variety of settings, including offices, clinics, emergency departments, hospitals and others.

Different types of providers and health care staff will be assigned levels of access to the information within the NC HealthConnex Clinical Portal based on appropriateness to their role(s) and responsibilities in the patient care process per HIPAA. These are called “role-based permissions.”

Role-Based Permissions

The NC HealthConnex Clinical Portal is configured with various views and functionality that end users can access. Not all views need to be accessed by all users, and access is based on sensitivity of information and relevance to the user. User group “levels” are used to control this access and are broadly defined as follow.

Level	Description	Common Examples
<i>%HS_Clinician</i>	This level of access is assigned to a credentialed health care provider or someone who works under a credentialed health care provider to provide patient care functions.	<ul style="list-style-type: none"> • Physician • Physician Assistant • Nurse Practitioner • Nurse • Resident or Intern • Therapist • Pharmacist • Medical Records • Medical Assistants
<i>%HS_Clerical</i>	This level of access is assigned to a user who may access the Clinical Portal to search for patients and verify demographics. This level of user may not access clinical data.	<ul style="list-style-type: none"> • Practice Manager • Administrator • Billing Clerk • Registration Staff
<i>%HS_PAA User Administrator</i>	This level of access is assigned to a user who maintains NC HealthConnex Clinical Portal end user accounts for their organization, including password management. This level of user may not access any patient data.	<ul style="list-style-type: none"> • Participant Account Administrator (PAA) • Healthcare Organization (HCO) Staff

%HS_NCNotify	This level of access is assigned to a user who <i>only</i> needs access to view patient notification/alerts within the NC*Notify Dashboard in the clinical portal. This level does not give permission for the user to access any other clinical data in the clinical portal.	<ul style="list-style-type: none"> • Care Team Member • Practice Manager • PAA • Nurse • Physician
%HS_NCNotify_SSPL	This level of access is assigned to a user who maintains the NC*Notify patient panel for their organization. The user will be able to upload a patient panel within the clinical portal. This level does not give permission for the user to access any other clinical data in the clinical portal, including viewing notifications.	<ul style="list-style-type: none"> • Care Team Member • Practice Manager • PAA • Nurse • Physician

- PAAs access can only be given to those who are listed as a PAA on the NC HealthConnex Participation Agreement.
- The number of PAAs per facility shall be no more than two unless there is a business reason for adding a third.

Role Combinations

A user may have one of the roles specified in the above table or a user may be assigned a combination role below.

%HS_Clinician & %HS_PAA User Administrator
%HS_Clinician & %HS_NCNotify
%HS_Clinician & %HS_NCNotify_SSPL
%HS_Clinician & %HS_PAA User Administrator & %HS_NCNotify
%HS_Clinician & %HS_PAA User Administrator & %HS_NCNotify & %HS_NCNotify_SSPL
%HS_Clinician & %HS_NCNotify & %HS_NCNotify_SSPL
%HS_PAA User Administrator & %HS_NCNotify
%HS_PAA User Administrator & %HS_NCNotify_SSPL
%HS_PAA User Administrator & %HS_NCNotify & %HS_NCNotify_SSPL
%HS_Clerical & %HS_NCNotify
%HS_Clerical & %HS_NCNotify_SSPL
%HS_Clerical & %HS_NCNotify & %HS_NCNotify_SSPL
%HS_Clerical & %HS_PAA User Administrator
%HS_Clerical & %HS_PAA User Administrator & %HS_NCNotify
%HS_Clerical & %HS_PAA User Administrator & %HS_NCNotify_SSPL
%HS_Clerical & %HS_PAA User Administrator & %HS_NCNotify & %HS_NCNotify_SSPL
%HS_NCNotify & %HS_NCNotify_SSPL

A full list of the types of Clinical Portal functionality and information accessible to each user level is provided below.

Clinical Portal Functionality	Clinician	Clerical	PAA User Admin	Clinician & PAA Admin
View Clinical Portal Home Page	X	X		X
View User Administration Home Page			X	X
Search for Patients	X	X		X
Break the Privacy Seal (Patient Level Access)	X			X
View Demographics	X	X		X
View Encounter History	X			X
View Allergies	X			X
View Medication History	X			X
View Problems	X			X
View Procedures	X			X
View Lab & Pathology Results	X			X
View Radiology Reports	X			X
View Clinical Documents	X			X
View Continuity of Care Documents	X			X
Access NC*Notify Dashboard <i>*Additional enrollment steps required.</i>	X	X	X	X
Search CSRS <i>*Additional enrollment steps required.</i>	X		X	X

COMBINATION ROLES

Additional roles can be added to any user.

Please note: Additional steps are required for users who would like the roles below:

- **NC*Notify (Viewing Notifications)**
 - %HS_NCNotify
 - See section “ADDING THE NC*NOTIFY “VIEWING NOTIFICATIONS” ROLE.
- **NC*Notify (Upload Panel)**
 - %HS_NCNotify_SSPL
 - See section “ADDING THE NC*NOTIFY “UPLOAD PANEL” ROLE.
- **Controlled Substance Reporting System (CSRS)**
 - See section “Adding the CSRS Role.”
 - **This user must also be assigned %HS_Clinician.**

NC*Notify

Adding the NC*Notify role allows the user to access patient alerts/notifications via the NC HealthConnex Portal.

Adding the NCNotify_SSPL role allows the user to maintain the patient panel for their organization through the NC HealthConnex Clinical Portal.

Controlled Substance Reporting System

Health care providers in North Carolina who prescribe controlled substances must access a patient report from the CSRS to verify a patient’s prescription-fill history of controlled substances prior to writing prescriptions for targeted controlled substances.

The CSRS role allows the user already accessing the patient’s longitudinal record within the NC HealthConnex clinical portal, to view the CSRS report along with the risk scores without leaving the NC HealthConnex portal. This role will help providers meet the Strengthen Opioid Misuse Prevention (STOP) Act requirement.

* Your organization must complete the [access request](#) process with DHHS prior to requesting access on the NC HealthConnex user management spreadsheet.

For more information and instructions on how to register, please visit the following URL: <https://hiea.nc.gov/services/controlled-substance-reporting-system>.

PAA PORTAL USER INTERFACE

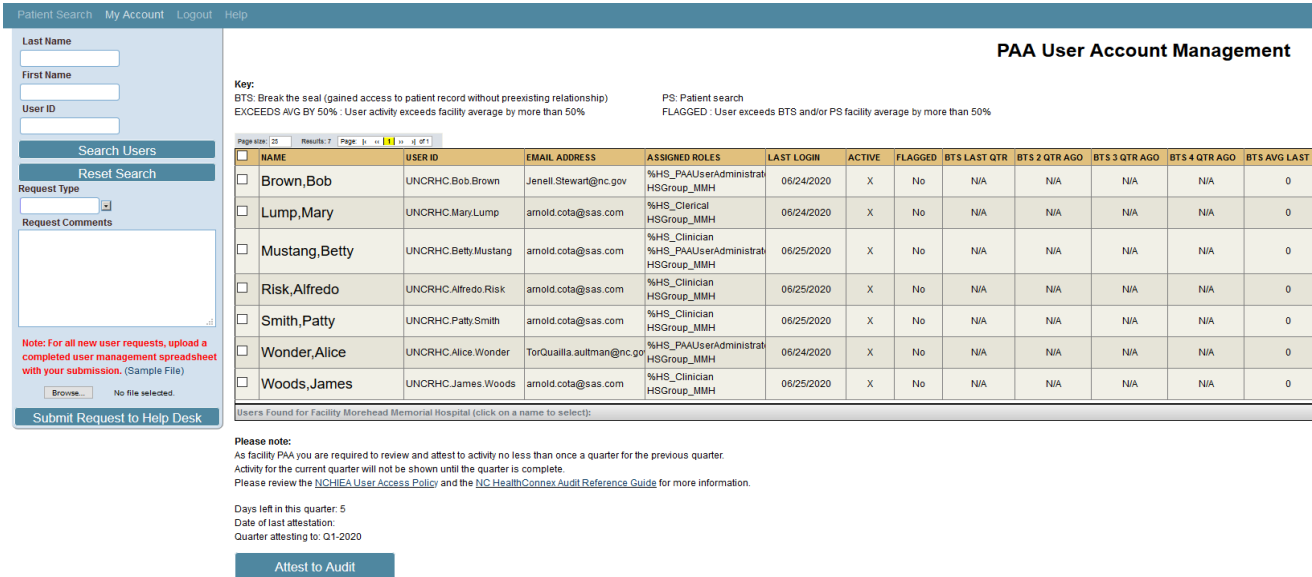
The NC HealthConnex Clinical Portal user interface refers to the menus, icons, buttons, and other user information on the various screens that help a user interact with the application.

PAA User Account Management Home Page

Participant Account Administrators have a home page designed to assist them in the management of their user accounts. A PAA who has been assigned the role of **HS_%PAAUserAdministrator**, will automatically land on the **PAA User Account Management** home page.

- **My Account:** This link takes you to your user profile, where you can update your password and other account details.
- **Logout:** This link logs you out of the Clinical Portal.
- **Help:** This link opens a new window or tab on the user’s web browser to the Training & Tools section of the NC HIEA website. Here a user may access Clinical Portal video tutorials, help with Clinical Portal credentials, and other tools and information related to the Clinical Portal.

The **PAA User Account Management** home page is shown below.



The screenshot shows the PAA User Account Management interface. At the top, there are navigation links: Patient Search, My Account, Logout, and Help. The main heading is "PAA User Account Management".

On the left side, there is a search form with fields for Last Name, First Name, and User ID. Below the search fields are buttons for "Search Users", "Reset Search", and "Request Type". There is also a "Request Comments" section with a text area and a "Submit Request to Help Desk" button.

A note states: "Note: For all new user requests, upload a completed user management spreadsheet with your submission. (Sample File)".

The main content area displays a table of users. Above the table, there is a key:

- BTS: Break the seal (gained access to patient record without preexisting relationship)
- EXCEEDS AVG BY 50% : User activity exceeds facility average by more than 50%
- PS: Patient search
- FLAGGED : User exceeds BTS and/or PS facility average by more than 50%

NAME	USER ID	EMAIL ADDRESS	ASSIGNED ROLES	LAST LOGIN	ACTIVE	FLAGGED	BTS LAST QTR	BTS 2 QTR AGO	BTS 3 QTR AGO	BTS 4 QTR AGO	BTS AVG LAST
<input type="checkbox"/> Brown, Bob	UNCRHC.Bob.Brown	Jeneil.Stewart@nc.gov	%HS_PAAUserAdministrator HSGroup_MMH	06/24/2020	X	No	N/A	N/A	N/A	N/A	0
<input type="checkbox"/> Lump, Mary	UNCRHC.Mary.Lump	arnold.cota@sas.com	%HS_Clerical HSGroup_MMH	06/24/2020	X	No	N/A	N/A	N/A	N/A	0
<input type="checkbox"/> Mustang, Betty	UNCRHC.Betty.Mustang	arnold.cota@sas.com	%HS_Clinician %HS_PAAUserAdministrator HSGroup_MMH	06/25/2020	X	No	N/A	N/A	N/A	N/A	0
<input type="checkbox"/> Risk, Alfredo	UNCRHC.Alfredo.Risk	arnold.cota@sas.com	%HS_Clinician HSGroup_MMH	06/25/2020	X	No	N/A	N/A	N/A	N/A	0
<input type="checkbox"/> Smith, Patty	UNCRHC.Patty.Smith	arnold.cota@sas.com	%HS_Clinician HSGroup_MMH	06/25/2020	X	No	N/A	N/A	N/A	N/A	0
<input type="checkbox"/> Wonder, Alice	UNCRHC.Alice.Wonder	TorQuailla.aultman@nc.gov	%HS_PAAUserAdministrator HSGroup_MMH	06/24/2020	X	No	N/A	N/A	N/A	N/A	0
<input type="checkbox"/> Woods, James	UNCRHC.James.Woods	arnold.cota@sas.com	%HS_Clinician HSGroup_MMH	06/25/2020	X	No	N/A	N/A	N/A	N/A	0

Users Found for Facility Morehead Memorial Hospital (click on a name to select):

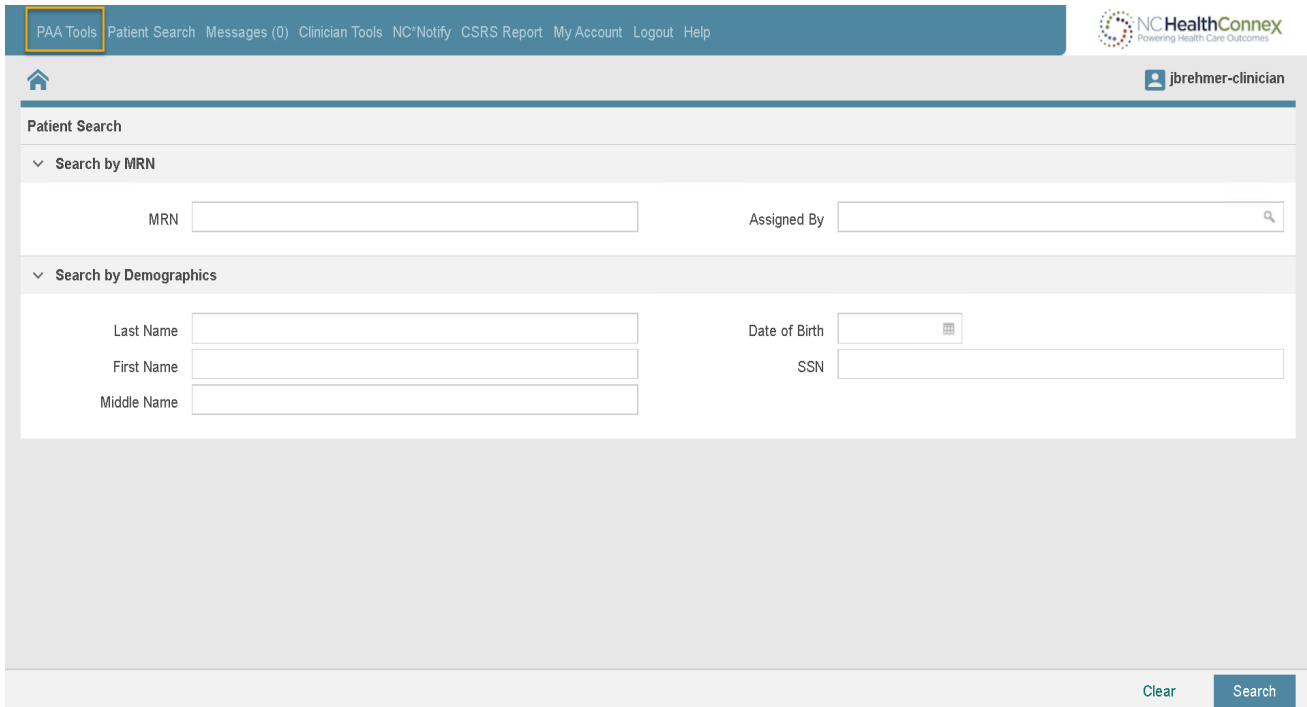
Please note:
As facility PAA you are required to review and attest to activity no less than once a quarter for the previous quarter. Activity for the current quarter will not be shown until the quarter is complete.
Please review the [NCHIEA User Access Policy](#) and the [NC HealthConnex Audit Reference Guide](#) for more information.

Days left in this quarter: 5
Date of last attestation:
Quarter attesting to: Q1-2020

Attest to Audit

If a PAA is also a Health Professional and is assigned the role of %HS_PAAUserAdministrator&%HS_Clinician, s/he will automatically land on the home page designed for Clinician access, as shown below.

- To reach the PAA screen from the Clinician home page, click on the **PAA Tools** option in the top left section of the menu bar.



The screenshot displays the top navigation bar with the following items: **PAA Tools** (highlighted with a yellow box), Patient Search, Messages (0), Clinician Tools, NC Notify, CSRS Report, My Account, Logout, and Help. The user is logged in as **jbrehmer-clinician**. The main content area is titled **Patient Search** and contains two search sections:

- Search by MRN:** Includes an input field for MRN and a dropdown menu for Assigned By.
- Search by Demographics:** Includes input fields for Last Name, First Name, Middle Name, Date of Birth (with a calendar icon), and SSN.

At the bottom right of the search area, there are **Clear** and **Search** buttons.

EDITING, ADDING & DEACTIVATING USER ACCOUNTS

EDITING OR DEACTIVATING AN EXISTING USER

To edit or deactivate an existing user, put a check beside the user you would like to update. You may search a user by entering the Last Name and First Name into the appropriate fields and clicking **Search Users**.

PAA User Account Management

<input type="checkbox"/>	NAME	USER ID	EMAIL ADDRESS	ASSIGNED ROLES	LAST LOGIN	ACTIVE
<input checked="" type="checkbox"/>	Demo,Admin	DemoAdmin	admin.demo@hiea.com	%HS_PAAUserAdministratc	03/21/2019	X
<input type="checkbox"/>	Demo,AdminClin	DemoAdminClin	adminclin.demo@hiea.com	%HS_Clinician,%HS_PAAL	03/21/2019	X
<input type="checkbox"/>	Demo,Clerical	DemoClerical	mmacgregor@j2interactive.	%HS_Clerical,HSGroup_UH	03/18/2019	X

Select your request type and enter your request into the **Request Comments** field. Click **Submit Request to Help Desk** to send your request to the NC HIEA Help Desk team.

Last Name

First Name

User ID

Search Users

Reset Search

Request Type

Request Comments

Note: For all new user requests, upload a completed user management spreadsheet with your submission. (Sample File)

No file chosen

Submit Request to Help Desk

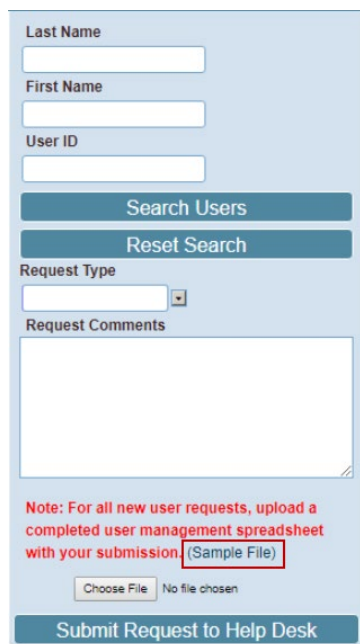
→

→

→

CREATING NEW USER PORTAL ACCOUNTS

To create new user accounts for health professionals in your facility, you will need to complete the following fields in the User Management spreadsheet. If you need the spreadsheet template, please download it using the “Sample File” link on the PAA User Account Management home page or reach out to the HIEA Help Desk Team at HIESupport@sas.com.



	A	B	C	D	E	F	G	H	I	J
1	Facility	Facility Code	Roles	User ID	Last Name	First Name	Suffix	Email	Description	Enabled
2	North Carolina Health Practice	NCHP	%HS_Clinician	NCHP.John.Doe	Doe	John		John.Doe@hospital.org	Nurse	TRUE

The spreadsheet will have one row per user.

If you would like to add a user, add a new row and fill in the values for the required fields listed below.

- **Facility:** This is the name of your facility or practice. It must match the spelling and format of the legal entity name on your Participation Agreement.
- **Facility Code:** This is the abbreviation for your facility or practice. If you do not know your facility code, please reach out to the NC HealthConnex Help Desk.
- **Roles:** Review and choose from the Levels of Access on page 5 of this guide.
- **User ID:** This is the desired user ID for new users, or the existing user ID for current users. This field is very important as it is used to make matches for updating existing users and creating new users. Note that the format must follow:
 - <ABC>.<First>.<Last> ex. ABC.John.Doe.
- **Last Name:** Last name of user
- **First Name:** First name of user
- **Suffix:** Suffix for the user, if applicable

- **Email:** The primary work email address for the user.
- **Description:** A text description of the user's role (nurse, front office staff, physician)
- **Enabled:** Account is enabled, TRUE or FALSE. If you wish to deactivate a user, ensure the user ID is correct and change the active column value to FALSE

* Rows should not be deleted within the spreadsheet. (Doing so will remove options available in the drop-down menu). Removing data within a field is permissible, but do not delete the entire row.

ADDING MORE THAN ONE ROLE

ADDING THE NC*NOTIFY “VIEWING NOTIFICATIONS” ROLE

	A	B	C	D	E	F	G	H	I	J
1	Facility	Facility Code	Roles	User ID	Last Name	First Name	Suffix	Email	Description	Enabled
2	North Carolina Health Practice	NCHP	%HS_Clinician, %HS_NCNotify	NCHP.John.Doe	Doe	John		John.Doe@hospital.org	Nurse	TRUE

- In the Roles column (column C), list the roles separated by a comma (,) as shown above.
 - %HS_NCNotify role can be combined with any other role(s).
- Continue to follow the steps listed in the section “Creating New Portal Accounts.”

ADDING THE NC*NOTIFY “UPLOAD PANEL” ROLE

- In the Roles column (column C), list the roles separated by a comma (,) as shown below.
 - %HS_NCNotify_SSPL role can be combined with any other role(s).
- Continue to follow the steps listed in the section “Creating New Portal Accounts.”

	A	B	C	D	E	F	G	H	I	J
1	Facility	Facility Code	Roles	User ID	Last Name	First Name	Suffix	Email	Description	Enabled
2	North Carolina Health Practice	NCHP	%HS_Clerical,%HS_NCNotify_SSPL	NCHP.John.Doe	Doe	John		John.Doe@hospital.org		TRUE

ADDING THE CSRS ROLE

* If requesting a CSRS role, at a minimum, the Clinician role must also be listed in column C. Please see additional instructions for adding the CSRS role below.

	A	B	C	D	E	F	G	H	I	J
1	Facility	Facility Code	Roles	User ID	Last Name	First Name	Suffix	Email	Description	Enabled
2	North Carolina Health Practice	HCHP	%HS_Clinician	NCHP.John.Doe	Doe	John		John.Doe@hospital.org	Nurse	TRUE

Your organization must complete the access request process with DHHS prior to requesting access on the NC HealthConnex user management spreadsheet.

Once your organization has completed the access request process, a member of our Help Desk team will reach out to assist you in updating the user management spreadsheet and provide you with your CSRS licensee number.

Please follow the steps below:

- Columns C, L, and T through AC must be populated. No blank cells are allowed.
- Choose a CSRS role from the table shown on page 11.

* **Important:** Input in column V must be an exact match to one role in the CSRS table.

T	U	V	W	X	Y	Z	AA	AB	AC
CSRS DEA	CSRS Licensee	CSRS Role	CSRS Location	CSRS NPI	CSRS Address1	CSRS Address2	CSRS City	CSRS State	CSRS Zip
xx1234567	xx12345	Physician Assistant with prescriptive authority	North Carolina Health Practice	000000000	123 Doctor Way	Ste A	Raleigh	NC	27610



CHOOSING A CSRS ROLE

Role	Description
Physician	This role will be used only for users who have completed the CSRS enrollment process. This role will be used for physicians.
Pharmacist	This role will be used only for users who have completed the CSRS enrollment process. This role will be used for pharmacists.
Nurse Practitioner	This role will be used only for users who have completed the CSRS enrollment process. This role will be used for nurse practitioners.
Psychologist with prescriptive authority	This role will be used only for users who have completed the CSRS enrollment process. This role will be used for psychologists with prescriptive authority.
Optometrist with prescriptive authority	This role will be used only for users who have completed the CSRS enrollment process. This role will be used for optometrists with prescriptive authority.
Naturopathic Physician with prescriptive authority	This role will be used only for users who have completed the CSRS enrollment process. This role will be used for naturopathic physicians with prescriptive authority.
Physician Assistant with prescriptive authority	This role will be used only for users who have completed the CSRS enrollment process. This role will be used for physician assistants with prescriptive authority.
Medical Resident with prescriptive authority	This role will be used only for users who have completed the CSRS enrollment process. This role will be used for medical residents with prescriptive authority.
Medical Intern with prescriptive authority	This role will be used only for users who have completed the CSRS enrollment process. This role will be used for medical interns with prescriptive authority.
Dentist	This role will be used only for users who have completed the CSRS enrollment process. This role will be used for dentists.

REQUESTING NEW DIRECT SECURE MESSAGING ACCOUNTS

To request a new DSM account, you will need to complete all the fields in column A-J, as well as the required fields included below.

	K	L	M	N	O	P	Q	R	S
1	DSM Address	NPI Number	Phone Number	Mobile Number	Address 1	Address 2	City	State	Zip
2	John.Doe@direct.NCHP.nchie.net	1234567811	919-xxx-xxxx	919-xxx-xxxx	101 East Main Street	Suite 100	Raleigh	NC	26513

- DSM Address: The DSM address you are requesting for a new user, or the existing DSM address. New addresses must use the following nomenclature:
 <First>.<Last>@direct.<FacilityDSMDomain>.nchie.net
Example: John.Doe@direct.NCHP.nchie.net.
- NPI Number: Individual NPI is required. If you have an administrative role and/or do not have an NPI, please enter the value 247000000X in the NPI field.
- Phone Number
- Mobile Number: if applicable
- Address 1
- Address 2: if applicable
- City
- State
- Zip

Once you have completed the spreadsheet, email a copy to HIESupport@sas.com. In the email, please summarize the changes you have made.

USER AUDIT

PERFORMING THE QUARTERLY USER AUDIT WITHIN THE CLINICAL PORTAL

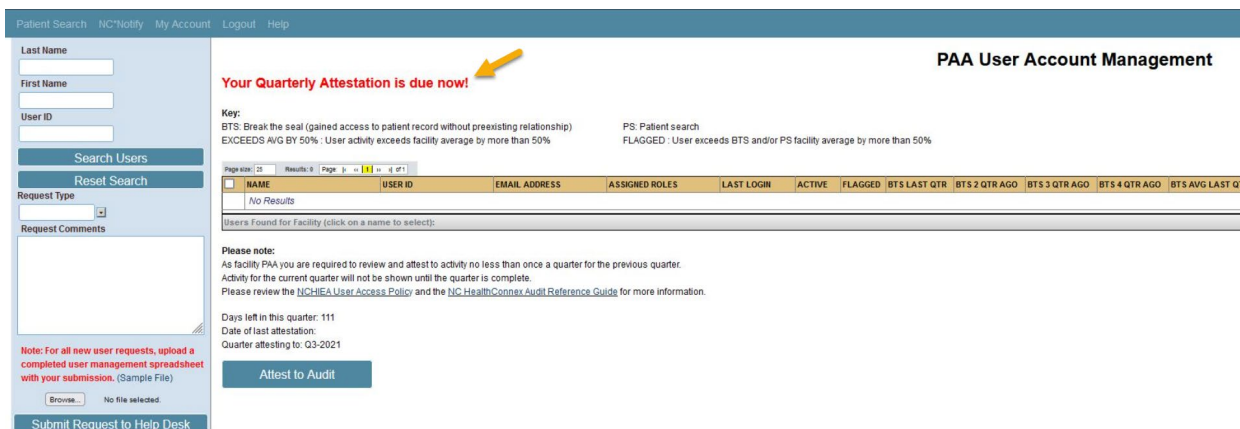
As the PAA, you play an important role in helping to manage and monitor usage of the NC HealthConnex clinical portal. PAAs attest to user activity from within their NC HealthConnex portal account. The quarterly User Audit involves reviewing break the seal and patient search activity for the users in their facility. PAAs are expected to request invalid accounts be disabled by the Help Desk and report any unusual break the seal and patient search activity to the NC HIEA.

At the close of each quarter, an updated banner will include a reminder letting you know it is time to attest for the previous quarter's activity:

Notice:

Attention PAA (Participant Account Administrator) : You must attest to facility user activity each quarter. Log in with your PAA account and review user activity on your home page. When ready, click the "Attest to Audit" button to complete the audit attestation. Please work with the Help Desk to make any necessary changes to the users assigned to your organization prior to clicking the "Attest to Audit" button.

To begin the audit, log in to your PAA account. Navigate to your PAA homepage if you are not automatically redirected to this page. You will notice several changes on this page.



The screenshot shows the 'PAA User Account Management' interface. At the top, there is a navigation bar with links for Patient Search, NC Notify, My Account, Logout, and Help. On the left, there is a search sidebar with fields for Last Name, First Name, and User ID, along with buttons for Search Users, Reset Search, and Request Type. The main content area features a prominent notification: 'Your Quarterly Attestation is due now!' with a red arrow pointing to it. Below this, a key explains the status indicators: BTS (Break the seal), EXCEEDS AVG BY 50% (User activity exceeds facility average), PS (Patient search), and FLAGGED (User exceeds BTS and/or PS facility average). A table lists users with columns for NAME, USER ID, EMAIL ADDRESS, ASSIGNED ROLES, LAST LOGIN, ACTIVE, FLAGGED, and quarterly activity metrics. The table currently shows 'No Results'. A 'Please note' section provides instructions for PAA review and attestation. At the bottom, there is a 'Days left in this quarter: 111' and a 'Date of last attestation: Quarter attesting to: Q3-2021'. A blue 'Attest to Audit' button is visible.

OVERVIEW

The PAA home page is used by PAAs to review the users who are part of their facility, the status of those users, and to request assistance from the Help Desk with user related issues.

KEY

Key:

BTS: Break the seal (gained access to patient record without preexisting relationship)
EXCEEDS AVG BY 50% : User activity exceeds facility average by more than 50%

PS: Patient search

FLAGGED : User exceeds BTS and/or PS facility average by more than 50%

The key describes some abbreviations that appear in the table. Here are a few that may be helpful:

- **BTS** - When you attempt to open a record for a patient with whom you do not already have a recorded relationship, you will be prompted to break the seal. This activity is logged. Although there are valid reasons a user may need to view the record, for security purposes, this activity is logged and audited. Example: A user breaks the seal to see records on a new patient.
- **PS** - When a user searches for a patient, an event is logged and audited.
- **EXCEEDS AVG BY 50%** - Each user is compared to the facility average for a specific activity. If that user's activity exceeds the facility average by more than 50%, the user is flagged for your attention and possible investigation. The average is for the last full quarter only.
- **FLAGGED**- If a user exceeds the average for break the seal or patient search actions for the facility by more than 50%, this is set. The average is for the last full quarter only.

USER TABLE

NAME	USER ID	EMAIL ADDRESS	ASSIGNED ROLE	LAST LOGON	ACTIVE	FLAGGED	BTS LAST QTR	BTS 2 QTR AGO	BTS 3 QTR AGO	BTS 4 QTR AGO	BTS AVG LAST QTR	BTS LAST QTR EXCEEDS AVG BY 50%	PS LAST QTR	PS 2 QTR AGO	PS 3 QTR AGO	PS 4 QTR AGO	PS AVG LAST QTR	PS LAST QTR EXCEEDS AVG BY 50%	
<input type="checkbox"/> Brown, Bob	UNCRHC Bob Brown	Janet.Stewart@nc.gov	ncrhc_paaUserAdministrator H520sup_MtMn	06/24/2020	X	No	N/A	N/A	N/A	N/A	0	0	N/A	N/A	N/A	N/A	N/A	0	0
<input type="checkbox"/> Lump, Mary	UNCRHC MaryLump	amost.ota@nc.gov	ncrhc_Clinician H520sup_MtMn	06/24/2020	X	No	N/A	N/A	N/A	N/A	0	0	N/A	N/A	N/A	N/A	N/A	0	0
<input type="checkbox"/> Mustang, Betty	UNCRHC BettyMustang	amost.ota@nc.gov	ncrhc_Clinician H520sup_MtMn	06/25/2020	X	No	N/A	N/A	N/A	N/A	0	0	N/A	N/A	N/A	N/A	N/A	0	0
<input type="checkbox"/> Risk, Alfredo	UNCRHC Alfredo Risk	amost.ota@nc.gov	ncrhc_Clinician H520sup_MtMn	06/25/2020	X	No	N/A	N/A	N/A	N/A	0	0	N/A	N/A	N/A	N/A	N/A	0	0
<input type="checkbox"/> Smith, Patty	UNCRHC Patty Smith	amost.ota@nc.gov	ncrhc_Clinician H520sup_MtMn	06/25/2020	X	No	N/A	N/A	N/A	N/A	0	0	N/A	N/A	N/A	N/A	N/A	0	0
<input type="checkbox"/> Wonder, Alice	UNCRHC Alice Wonder	Teri.Quilla.zulfranz@nc.gov	ncrhc_paaUserAdministrator H520sup_MtMn	06/24/2020	X	No	N/A	N/A	N/A	N/A	0	0	N/A	N/A	N/A	N/A	N/A	0	0
<input type="checkbox"/> Woods, James	UNCRHC James Woods	amost.ota@nc.gov	ncrhc_Clinician H520sup_MtMn	06/25/2020	X	No	N/A	N/A	N/A	N/A	0	0	N/A	N/A	N/A	N/A	N/A	0	0

This is a list of current users in your facility. Each row includes the user's name, user ID, inactive or active, last logon, role etc. along with BTS and PS metrics for each user.

- **FLAGGED** - Users with "Yes" in this column have exceeded the facility average for break the seal or patient search activity by more than 50% for the previous quarter. Pay special attention to these events and report unusual activity to the NC HIEA.
- **BTS LAST QTR** - The number of break the seal actions for this user in the last full quarter.
- **BTS 2 QTR AGO** - The number of break the seal actions for the quarter before the last full quarter. This is for historic reference.
- **BTS AVG LAST QTR** - This is the facility average for break the seal actions in the last full quarter. Note, this average is calculated by looking at the users active in the last full quarter, adding up their break the seal actions, and dividing by the number of users active in the last full quarter. Users may have been added since this average was calculated but the cutoff is the end of the last full quarter.
- **BTS LAST QTR EXCEEDS AVG BY 50%** - This column shows if this user's activity exceeds the facility average last quarter by more than 50%. Although you will want to review activity

for all users, you may want to pay special attention to any flagged in this column.

* These same metrics are repeated for patient search activities.

NOTES

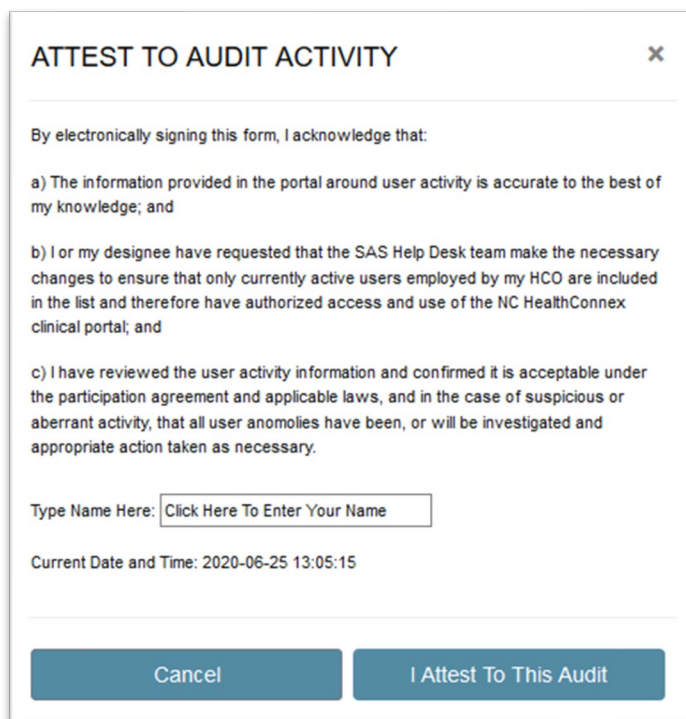
Listed here are some helpful reminders and links. Also shown are:

- Days left in this quarter - How many days are left in this quarter which means it is time to do another audit.
- Date of last attestation - The date of your last completed attestation.
- Quarter attesting to -The quarter for which the data in the table above pertains.

ATTEST TO AUDIT BUTTON

This button is used to complete the audit. Once you have reviewed the user list and activity of the users and agree that it complies with the user access policy, click this button. A dialog will be displayed for you to acknowledge.

Please note: Inactive users must be removed via the Help Desk before you complete this step.



ATTEST TO AUDIT ACTIVITY ✕

By electronically signing this form, I acknowledge that:

a) The information provided in the portal around user activity is accurate to the best of my knowledge; and

b) I or my designee have requested that the SAS Help Desk team make the necessary changes to ensure that only currently active users employed by my HCO are included in the list and therefore have authorized access and use of the NC HealthConnex clinical portal; and

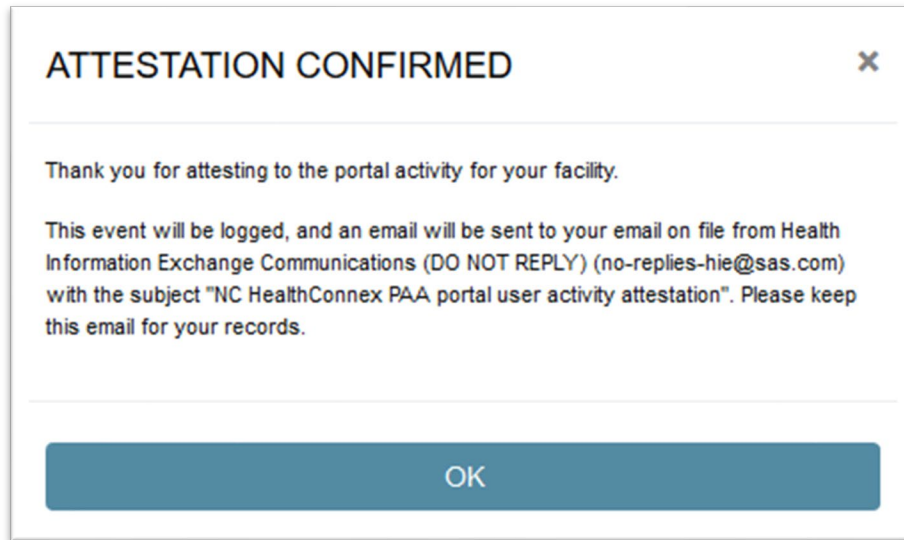
c) I have reviewed the user activity information and confirmed it is acceptable under the participation agreement and applicable laws, and in the case of suspicious or aberrant activity, that all user anomalies have been, or will be investigated and appropriate action taken as necessary.

Type Name Here:

Current Date and Time: 2020-06-25 13:05:15

Type your name in the field provided and click “I Attest to This Audit” when you are ready to attest. Click Cancel to go back to the user screen without attesting.


After attesting you will see a notification informing you that a copy of this action has been recorded and emailed to the email address associated with your portal account.



EMAIL

A record of the attestation event and a copy of the data within the table at the time of attestation will be sent to your email on file. Please keep this for your records. Your attestation will also be logged in a report maintained by the NC HIEA.

NC HealthConnex PAA portal user activity attestation record for UNCRHC.Betty.Mustang



Health Information Exchange Communications (DO NOT REPLY)
To: Arnold Cota

If there are problems with how this message is displayed, click here to view it in a web browser.

Dear Betty Mustang,

This email serves as a record of your attestation action taken via the NC HealthConnex clinical portal. Please keep this email for your records.

User attesting: Betty Mustang
 User ID: UNCRHC.Betty.Mustang
 Facility: Morehead Memorial Hospital
 Date of attestation: 06/25/2020 13:09:31
 Quarter attesting to: Q1-2020

Name	User ID	Email Address	Assigned Roles	Last Login	Active	Flagged	BTS
Brown, Bob	UNCRHC.Bob.Brown	Jenell.Stewart@nc.gov	% HS_PAAUserAdministrator HSGroup_MMH %HS_Clerical	06/24/2020	X	No	

FAQs

How can I get a copy of the User Management Spreadsheet?

There is a link named “Sample File” on the PAA User Account Management home page that will open a blank copy of the User Management Spreadsheet.

You may also obtain a copy by emailing HIESupport@sas.com.

Can I delete a user?

For security purposes, users cannot be deleted. You can only request to disable or enable users. To disable an account, ensure the user ID is accurate, and enter the value FALSE into the ENABLED field of the spreadsheet.

I do not know my facility code. Can the Help Desk provide this to us?

Yes, please contact the Help Desk at HIESupport@sas.com or (919) 531-2700.

If I want to update an existing user, do I need to complete the spreadsheet?

No. You may send your request to update a user to the Help Desk team via the NC HealthConnex Clinical Portal. Please refer to the instructions on page 8 of this guide.

Is it possible to have a DSM account without a NC HealthConnex portal account?

No. All DSM messaging is done through a user’s portal account by clicking on the Messaging tab within the menu bar.

Will I automatically have DSM access with my new portal account?

No. A PAA must request a DSM account for each user. Once the DSM account has been created, the Messaging function within the portal will be activated. For more information, see the [Direct Secure Messaging Fact Sheet](#).

Can users reset their own password?

Yes. Please refer to page 11-12 in the [NC HealthConnex Clinical Portal User Guide](#) for instructions on password reset and account security information.

How can I get additional training?

Visit the Training & Tools page of the NC HealthConnex website at <https://nhealthconnex.gov> for additional tools and to register for upcoming Teletown Halls.

Where can I find the NC HealthConnex Clinical Portal User Guide?

The User Guide can be found on the [Training & Tools](#) page of NC HealthConnex website.

Can a provider reach out to the Help Desk directly?

All user account and DSM management functions must be coordinated by the person in the health care organization that has been assigned the roll of Participant Account Administrator (PAA). The HIEA Help Desk team will work with the health care organization’s PAA to create, edit or deactivate accounts. Contact the HIEA Help Desk at HIESupport@sas.com or (919) 531-2700.

WHO TO CONTACT:

NC HealthConnex: <https://nhealthconnex.gov>

NC HIEA Business Office: HIEA@nc.gov or (919) 754-6912

NC HealthConnex Help Desk: HIESupport@sas.com or (919) 531-2700

Specific Questions?

- NC HealthConnex Portal & DSM Accounts: Contact the NC HIEA Help Desk at (919) 531-2700 or HIESupport@sas.com.
- Quarterly User Audit: Contact the NC HIEA Help Desk at (919) 531-2700 or HIESupport@sas.com.
- NC*Notify or other NC HealthConnex Value-Add Services: Contact the NC HIEA Business Office at (919) 754-6912 or HIEA@nc.gov.
- Additional NC HealthConnex Portal training: Contact the NC HIEA Business Office at (919) 754-6912 or HIEA@nc.gov.

SAS NC HEALTHCONNEX HELP DESK COMMUNICATION PROCESSES:

All participants in NC HIEA should designate one or two PAAs for their organization who have authority to utilize the SAS HIE Technical Support Team and Help Desk. PAAs should communicate their name and contact information and future changes in administration to the SAS HIE Technical Support Team at HIESupport@sas.com so that contact information is kept up to date.

All end users from an organization should communicate any questions about usage of the Clinical Portal to their organization's PAA. The PAA should first try to answer the questions for their end users. If the PAA is unable to answer the question or has discovered an issue with the application, they should then direct questions themselves to the SAS HIE Technical Support Team on behalf of their end users, using one of the contact options below.

NC HIEA Help Desk: HIESupport@sas.com or (919) 531-2700

TECHNICAL SUPPORT ESCALATION PROCESS

Contact the SAS NC HealthConnex Help Desk

Call (919) 531-2700 and ask for assistance with NC HealthConnex. Or send an email to HIESupport@sas.com.

SAS NC HealthConnex Help Desk Hours of Operation

Monday through Friday 8 a.m. to 8 p.m.

Escalations

If at any point you need to escalate an issue, contact Arn Cota, the technical team lead for the SAS NC HealthConnex Technical Support team, at 919-531-3372 or Arnold.Cota@SAS.com.

Emergency Issues After Hours

If your organization experiences a total HIE system failure, this is considered a critical priority 1 issue. Please have the system administrator and IT point of contact validate the outage is across all users.

For these emergency issues, please call the phone support lines for assistance, 919-531-2700. The SAS operator will forward you to a live SAS Technical Support representative, who will gather information and triage your issue appropriately.

PAA USER GUIDE CONTENT DISCLAIMER

The screenshots and presentations herein are intended as examples only and may differ from the actual screenshots and presentations generated by the released product in commercial production.

PARTNERS

SAS Institute

NC HIEA's technical partner for delivering NC HealthConnex

Through innovative analytics, business intelligence and data management software and services, SAS helps customers at more than 80,000 sites make better decisions faster. Its world headquarters are based in Cary, North Carolina. SAS also operates the NC HIEA Technical Support Help Desk. For more information, visit [SAS.com](https://www.sas.com).

InterSystems HealthShare

Powers the NC HealthConnex health information exchange platform

InterSystems is the engine behind many important applications in health care, finance, government, and other sectors where lives and livelihoods are at stake. Founded in 1978, InterSystems is a privately held company headquartered in Cambridge, Massachusetts (USA), with offices worldwide, and its software products are used daily by millions of people in more than 80 countries. For more information, visit [InterSystems.com](https://www.inter-systems.com). J2 Interactive is the integration partner working with InterSystems for NC HealthConnex.

Secure Exchange Solutions

Powers NC HealthConnex Direct Secure Messaging

Secure Exchange Solutions (SES) sets the standard for seamless, scalable, secure connectivity across organizational boundaries. As an industry-leading health information technology provider, SES protects, streamlines and delivers sensitive and critical health care information while ensuring compliance and improving efficiency and quality. Hospitals, health systems, physicians, health plans and channel partners rely on SES for integrated secure communications that expand their reach and empower them to improve patient care. SES is a committed member of DirectTrust, helping healthcare stakeholders leverage standards-based communications to communicate across organizational boundaries. For more information, visit [SecureExSolutions.com](https://www.secureexsolutions.com).

DirectTrust

Connects NC HealthConnex to the DirectTrust nationwide network via SES

DirectTrust is a collaborative non-profit association of 121 health IT and health care provider organizations to support secure, interoperable health information exchange via the Direct message protocols. DirectTrust has created a “trust framework” that makes it easy for health care professionals, health IT vendors and their patients/customers to communicate securely, with identity proofing, regardless of end-user application. Over 300 EHR and personal health record (PHR) vendors’ products, and over 50 HIEs, participate in the DirectTrust network, ensuring interoperability and security via Direct for exchange of health information to more than half the professionals in the U.S. health care system. For more information, visit [DirectTrust.org](https://www.directtrust.org).

North Carolina Department of Health and Human Services

Works closely with NC HIEA to support Medicaid and public health efficiencies

The North Carolina Department of Health and Human Services (NCDHHS) manages the delivery of

health- and human-related services for all North Carolinians, especially our most vulnerable citizens – children, elderly, disabled and low-income families. The Department works closely with health care professionals, community leaders and advocacy groups; local, state and federal entities; and many other stakeholders to make this happen. The Department is divided into 30 divisions and offices. NCDHHS divisions and offices fall under four broad service areas - health, human services, administrative, and support functions. NCDHHS also oversees 14 facilities: developmental centers, neuro-medical treatment centers, psychiatric hospitals, alcohol and drug abuse treatment centers, and two residential programs for children. For more information, visit [NCDHHS.gov](https://www.ncdhhs.gov).

North Carolina Health Information Exchange Authority

The North Carolina Health Information Exchange Authority (NC HIEA) operates North Carolina's state-designated health information exchange, NC HealthConnex. NC HealthConnex is a secure, standardized electronic system in which providers can share important patient health information. NC HIEA is committed to its mission: to connect health care providers to safely and securely share health information through a trusted network to improve health care quality and outcomes for North Carolinians. For more information about NC HIEA, visit: <https://hiea.nc.gov/about-us/about-nc-hiea>.