QUARTERLY USER ACCOUNT AUDIT
QUICK REFERENCE GUIDE

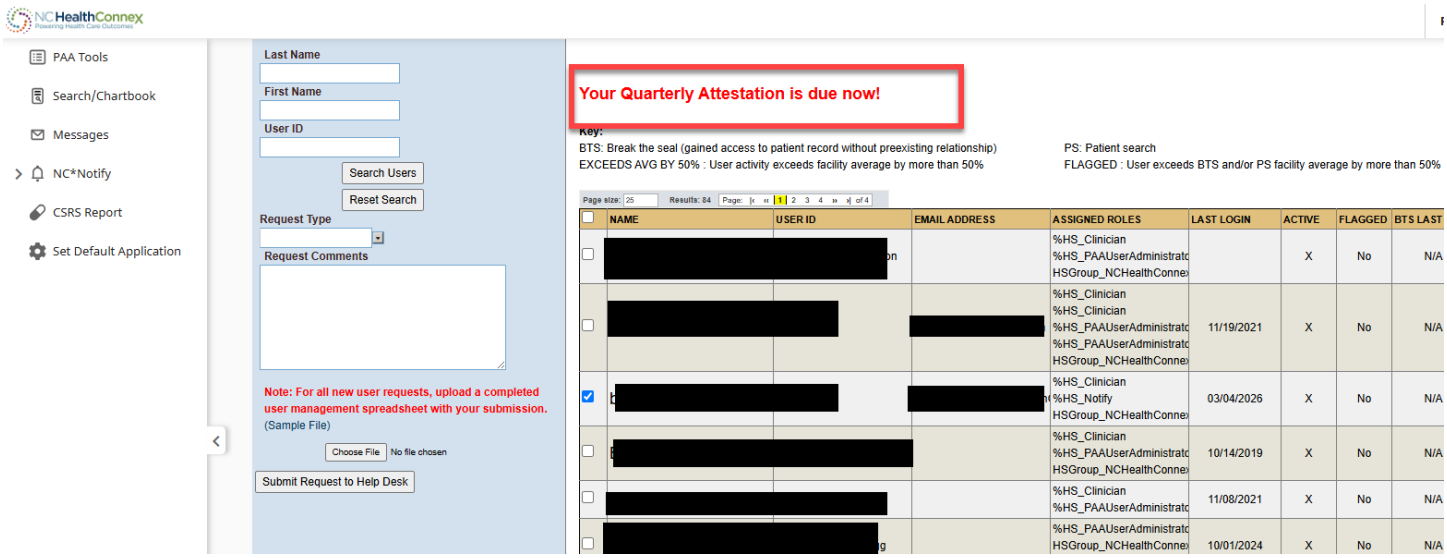
As the PAA (Participant Account Administrator) you play an important role in helping to manage and monitor usage of the NC HealthConnex clinical portal.

Beginning July 2020, PAAs will attest to user activity from within your NC HealthConnex portal account vs. on a PDF as was done in previous quarters. The quarterly User Audit involves reviewing break the seal and patient search activity for the users in your facility. You 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.

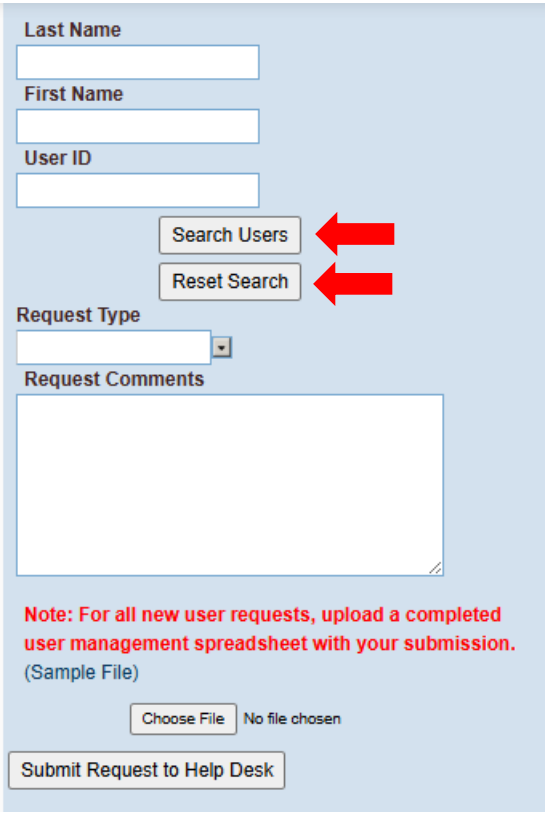
At the close of each quarter, an updated banner will include a reminder letting you know it is time to attest for the previous quarter's activity:

> PAA (Participant Account Administrator): You must attest to facility user activity for the Q2-2026 quarter. Login with your PAA account and review user activity on your PAA home page. When ready, click the "Attest to Audit" button to complete the audit.
>
> If you experience downtime or delays in accessing our services, please call the Help Desk at 919-531-2700 or email us at HIESupport@sas.com
>
> PAA Tools Submit Request Issue/Error: We're currently looking into an issue affecting request submissions through the PAA Tools Page. Please email hiesupport@sas.com for any User Management or other requests. Updates will be shared as soon as they're available.

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



HELPFUL TIPS:



- Search Users- This button refreshes your list of users.
- Reset Search – This button resets your search fields (Last Name, First Name, User ID).

KEY DEFINITIONS:

- BTS (Break The Seal) – 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 several valid reasons a user might need to view the record,, for security purposes, this activity is logged and audited.
- PS (Patient Search) – 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:

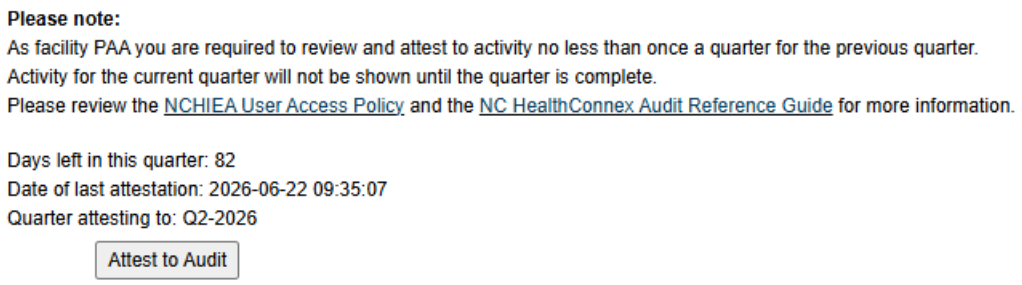
This is a list of current users in your facility. Each row includes the user's name, user ID, inactive or active, last logon, role etc. along with BTS and PS metrics for each user.

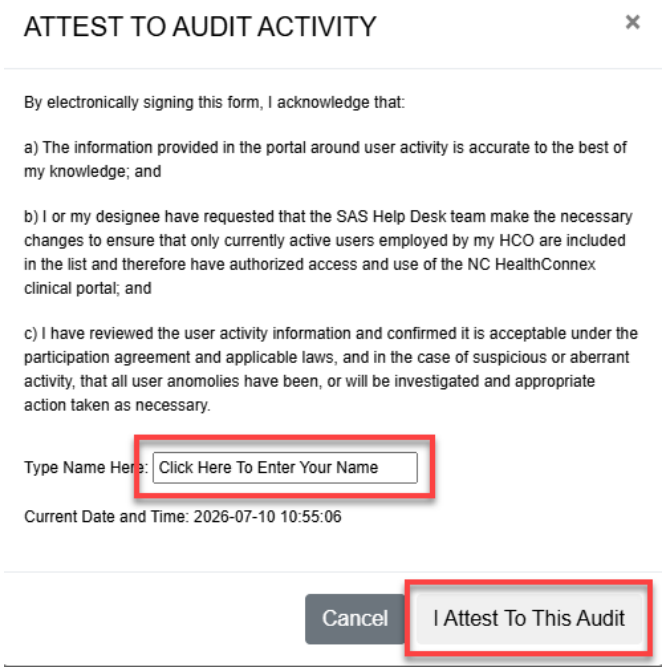
- FLAGGED – Users with "Yes" in this column have exceeded the facility average for break the seal or patient search activity by more than 50% for the previous quarter. Pay special attention to these events and report unusual activity to the NC HIEA
- BTS LAST QTR – The number of break the seal actions 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.

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.





- 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.

For more information about the PAA's role and responsibilities, please review the NC HealthConnex PAA User Guide.

For more information about the NC HealthConnex Clinical Portal, please review the Clinical Portal User Guide.