

## Username & Passwords Questions

### 1. What should I do if I forget my User ID?

Click the “Forgot User ID?” link on the Affinity Provider Portal – PRISM Home page.

### 2. What should I do if I forget my 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.



## Office Staff (“Delegate”) Access Questions

### 3. How does the physician, or designated office administrator, grant access to the Affinity Provider Portal – PRISM?

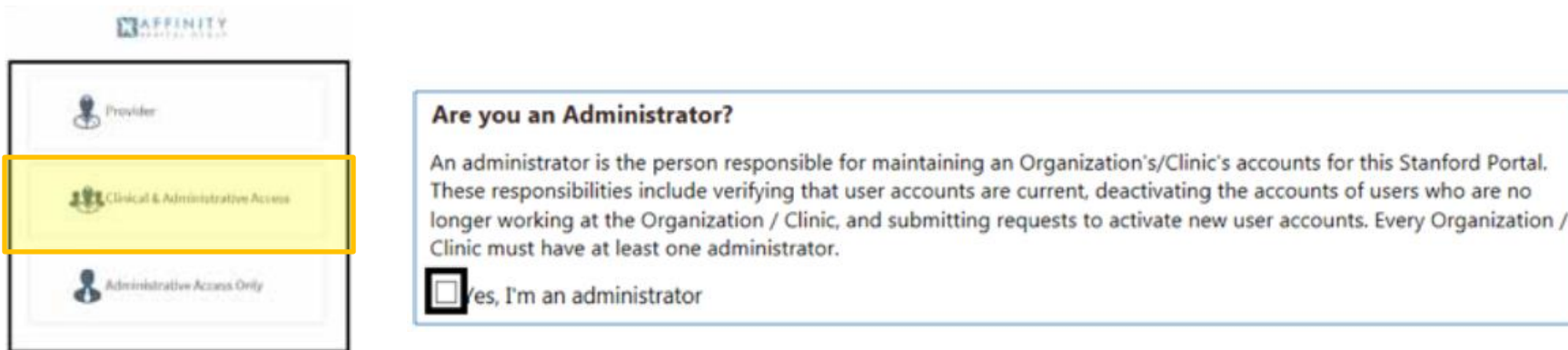
With the new Portal upgrade, Physicians and/or designated office administrators can assign and update access settings for office staff. To add new users (delegate), the physician or designated office administrator needs to log into the Affinity Provider Portal – PRISM and perform the following steps:

- Click the *Utilities* icon in the upper right corner of the homepage. Then click on “Manage My Clinic” from the User Settings menu.
- Once in *Manage My Clinic*, click on the “Requests” tab, then click on “Request New Account.”
- From the right side of the screen, choose either “Clinical & Administrative Access” for those delegates who require clinical access or “Administrative Access Only” for those delegates who require non-clinical access.
- Enter the delegate’s information by completing all required fields on the form. Click “Submit Request” button.
- A verification email will be sent to the email address provided on the form. The delegate must click the link in the email before the request can be processed. Requests are processed within 7 business days.

**NOTE: Only a physician or office administrator can request access for a delegate. If a delegate submits a new request, it will be denied.**

#### 4. How do I designate an office administrator in my office to manage access to the Portal for my staff?

To designate a new or existing staff member as an office administrator within the Affinity Provider Portal – PRISM, physicians will need to follow the same steps laid out in the question #4 above to “Request New Account”. When prompted to select a user type, choose the “Clinical & Administrative Access” option. Complete all fields in the form. At the bottom of the page, be sure to check the box stating that you are an administrator. This will allow the user to manage all user accounts for your office. Once Affinity receives this completed application, a representative will reach out to the physician to verify that user should indeed be granted administrative privileges.



**Are you an Administrator?**

An administrator is the person responsible for maintaining an Organization's/Clinic's accounts for this Stanford Portal. These responsibilities include verifying that user accounts are current, deactivating the accounts of users who are no longer working at the Organization / Clinic, and submitting requests to activate new user accounts. Every Organization / Clinic must have at least one administrator.

Yes, I'm an administrator

#### 5. Does a physician or office administrator need to revalidate their office's user list at any point?

Yes. Every 6 months a physician or office administrator will receive a notification in *Manage My Clinic* that will prompt them to revalidate their office's delegate user list. If the delegate user list is not revalidated within 30 days of the original notice, all delegates will get deactivated and the physician or office administrator will need to contact the service desk to get staff reactivated.

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

Non-Clinical provides admission to all business functions such as checking eligibility, sending and receiving authorizations, checking claims status, and secure messaging. “Clinical access” provides the same business functions and adds entry to the Stanford Health Care electronic medical record for shared patients. Only staff who have duties that require access to the medical record should be granted “Clinical Access.”

All staff members associated with ancillary providers or facilities such as home health, DME, skilled nursing, ancillary surgery centers and diagnostic facilities will only be granted non-clinical access.

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

No. Each Affinity Provider Portal – PRISM user must have a unique email address in order to be registered with access to the system.

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

A staff member with the same email can have access to the two different accounts. Each practice needs to create this person as a delegate. Only one login is required and the user will see the combined patient list from all the locations s/he works at.

### Training & Support Questions

**9. How do I set up Affinity Provider Portal – PRISM?**

The Affinity Provider Portal – PRISM is accessed via a web browser and there is no separate software. Transition support resources can be accessed on [www.AffinityMD.com](http://www.AffinityMD.com). Additional training materials can be found 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.

**10. 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 on the Portal Home Page. These resources have information on how to use the Affinity Provider Portal – PRISM. You may also call Affinity Provider Services at (800) 615-0261, or contact your Affinity Provider Relations Specialist.

**11. What are the hours for telephone support?**

Affinity Provider Services contact center is open Monday through Friday, 8 am to 6 pm at (800) 615-0261. 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 at (650) 723-3333.

**12. How can I submit questions to Affinity Provider Services concerning claims, authorizations, eligibility and benefits?**

Within Affinity Provider Portal – PRISM, users can submit an “Affinity Help Form” to ask questions concerning Claims, Referrals/Authorizations, Eligibility/Coverage, Benefits, Provider Information Issues, or “Other” concerns. There are several ways you can access the Affinity Help Form: From within a patient record, click “Affinity Help Form” from the Navigator on the left side of the patient record. Click the “Ask a Question” icon in the upper right corner of various screens. This allows you to submit an Affinity Help Form without leaving your current workflow.

From the In Basket, select “Affinity Help Form” from the “New Message” drop down menu.

### 13. How long will it take to receive a response back from my Affinity Help Form to Affinity Provider Services?

Expect a response or resolution within 3 business days.

## Common Affinity Provider Portal – PRISM Navigation Questions

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

- Click “Add Patient” after logging into the Affinity Provider Portal – PRISM. Note: Required fields are indicated with a red exclamation icon and recommended fields are indicated with a yellow yield sign.
- From the “Search all Patients” tab, 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.

### 15. How will we receive new patient referrals?

- Once a referral is processed, providers will receive an automatic notification in the “Referral Notifications” folder in their In Basket.
- Click the “Patient Info” button in the banner at the top of the Affinity Provider Portal – PRISM.
- Select the “Authorizations” tab, then 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.

## Miscellaneous Questions

### 16. How can I tell if my patient is “termed” or “active” in the provider portal?

Verifying patient eligibility should be performed in the Affinity Provider Portal – PRISM (EPIC) portal. Affinity members that have a 06/01/2016 effective and term date in EPIC, with no new active eligibility string, should be considered terminated. Affinity members that have a 06/01/2016 effective date and no end date in Affinity Provider Portal – PRISM (EPIC) should be considered active.

### 17. How do I know which status is correct when my “Referral Status” is “Pending” but the “Procedures Information” is “Approved”?

Providers should look to the “Referral Status” area in the upper left corner of the authorization request as their “source of truth” when determining the status of an Affinity patient referral request. Note: Affinity is working on a portal update to reflect a more consistent result between “Referral Status” and “Procedure Information” when viewing a patient’s referral in the Affinity Provider Portal – PRISM.

Referral Status Info					
Referral Status					
Status	Decision Date	Expiration Date			
Pending Review	6/09/16	10/07/16			
Procedure Information					
Procedure	Modifiers	Revenue Code	Provider	Requested	Approved
		0192 - SUBACUTE CARE - LEVEL II		1	1

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

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

- Internet Explorer 11
- Firefox 45 or later
- Chrome 50 or later
- Safari 9 or later

Affinity Provider Portal – PRISM can also be accessed on the following mobile devices:

- Apple iPads running iOS 9 using the Safari browser
- 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.