

Provider Guide: eQSuite® User Administrator

Each provider group or clinic will have at least one user designated as their User Administrator

This guide explains the elevated functions of a User Administrator.

Each provider group/clinic/practice will have a unique Medicaid number. Each group must designate one or more users as their system administrator(s).

If you haven't done so already please complete the request form by clicking on the link below

Request for eQSuite® Access Form

If you need instructions on navigating the PAR Portal, eQSuite[®] please review the Welcome to eQSuite[®] Provider Guide.

For instructions for submitting a PAR please review our step-by-step provider guide

How to Submit a PAR

An eQSuite[®] **User Administrator** is an eQSuite[®] portal user whose account contains the ability to add, edit or remove other user accounts within the system. They also have the ability to modify specific user account functions.

If you have been set up as the **User Administrator**, the following instructions will guide you as you add, edit or delete a user.

As a User Administrator, you cannot unlock user accounts. If you or one of your users gets locked out, please assign a new password to the user. Please note, it will take about 5 minutes the change to be effective.

• Log in to the eQSuite® Portal via the ColoradoPAR website



 When looking at the home screen of the eQSuite[®] portal, hover your cursor over the arrow on the top right of the screen to have the bar scroll to the right.



Once the bar has scrolled to the right, select the User Administration tab. Click on this tab.



Add a New User

- It is a User Administrator's role to add all new users within their organization to allow them the ability to access eQSuite.
- On the top left corner of this screen, Click on <u>Add New User</u>.



You will see this blank entry form which you can fill in to create the new account.

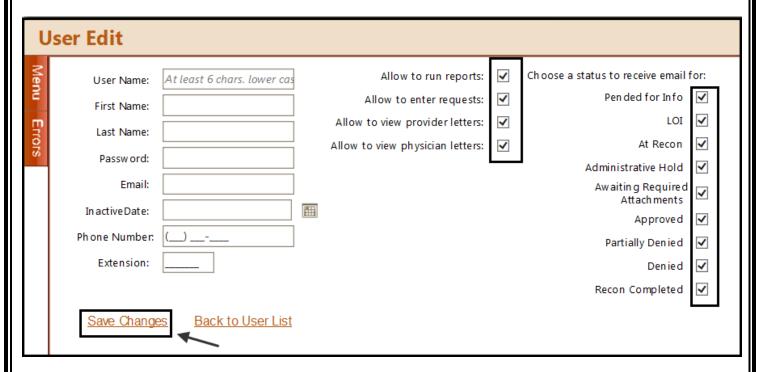
Creating an account this way will not create a new *user administrator*. It will create a regular user account.



	User Name:	At least 6 chars. lower cas		Allow to run reports:	Choose a status to receive email for
	First Name:			Allow to enter requests:	Pen ded for Info
	Last Name:			Allow to view provider letters:	LOI
			 	Allow to view physician letters:	At Recon
1	Passw ord:				Administrative Hold
	Email:				Awaiting Required Attachments
	In active Date:		=		Approved
	Phone Number:	()			Partially Denied
	Extension:				Denied _
ı					Recon Completed

- When filling out this form, you must fill in all fields except inactive Date. **DO NOT** enter an Inactive Date. You will create the username and password for this employee account and the user will be able to update their password upon login.
- To effectively manage PARs, a user will need **ALL** of the boxes on the right side of this screen selected.





- Once you have entered all necessary information, click on **save changes** to create this account.
- Please let your employee know that once they login with password your have crated they have the option to change the password.

Delete a User Account

- A User Administrator <u>MUST</u> follow these steps to inactivate a user if said user is no longer within their organization or if they are no longer in a role needing this access.
- Open a user in the same way as you would edit a user account. Once their account is open, add an **inactive date**. The date you select is the date that their account will no longer be active. Click **save changes** once that date is entered.





How to change password:

Click on Update My Profile





Type in New Password, click on Save Changes

