

## Provider Guide: eQSuite<sup>®</sup> User Administrator

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

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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<sup>®</sup> Access Form](#)

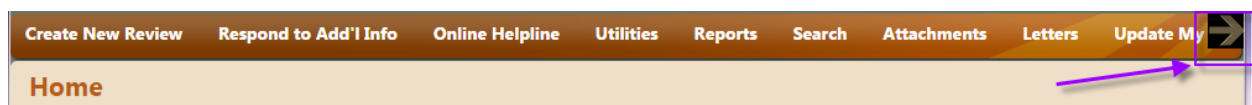
If you need instructions on navigating the PAR Portal, eQSuite<sup>®</sup> please review the [Welcome to eQSuite<sup>®</sup> Provider Guide](#).

An eQSuite<sup>®</sup> **User Administrator** is an eQSuite<sup>®</sup> 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.

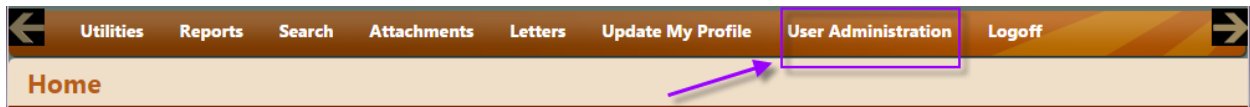
If you have been set up as the **User Administrator**, the following instructions will guide you as you add, edit or delete a user.

*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<sup>®</sup> Portal via <http://www.ColoardoPAR.com>
- When looking at the home screen of the eQSuite<sup>®</sup> 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.



- Once you click here you will see a list of all users linked to this account. Accounts are based on Medicaid Billing ID so if you see users on this list who are not in your department, that is okay.

**User Administration**

Add New User

	UserID	User Name	Inactive DT	Phone	Extension	Added DT	Last Edit DT	Email
Edit	93613					9/1/2015 3:24:26 PM	3/2/2016 11:51:04 AM	
Edit	91804					8/31/2015 2:56:43 PM	9/9/2015 2:50:53 PM	
Edit	103798					2/11/2016 1:44:50 PM	2/11/2016 1:44:50 PM	
Edit	91678					8/31/2015 1:11:53 PM	3/3/2016 10:13:18 AM	
Edit	104673					3/21/2016 11:22:15 AM	3/29/2016 10:48:20 AM	
Edit	92489					9/1/2015 8:42:50 AM	3/28/2016 2:48:54 PM	
Edit	107250	testtest62				5/24/2016 10:23:15 AM	6/7/2016 9:42:25 AM	
Edit	105233	testtest16		720777777		3/28/2016 3:49:33 PM	6/7/2016 1:15:59 PM	test@eqhs.org
Edit	101190					10/26/2015 3:20:37 PM	4/11/2016 9:58:42 AM	
Edit	102284					12/8/2015 2:35:57 PM	12/10/2015 10:41:19 AM	

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### 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 **Add New User**.

**User Administration**

Add New User

	UserID	User Name	Inactive DT	Phone	Extension	Added DT	Last Edit DT	Email
Edit	93613					9/1/2015 3:24:26 PM	3/2/2016 11:51:04 AM	
Edit	91804					8/31/2015 2:56:43 PM	9/9/2015 2:50:53 PM	
Edit	103798					2/11/2016 1:44:50 PM	2/11/2016 1:44:50 PM	
Edit	91678					8/31/2015 1:11:53 PM	3/3/2016 10:13:18 AM	
Edit	104673					3/21/2016 11:22:15 AM	3/29/2016 10:48:20 AM	
Edit	92489					9/1/2015 8:42:50 AM	3/28/2016 2:48:54 PM	
Edit	107250	testtest62				5/24/2016 10:23:15 AM	6/7/2016 9:42:25 AM	
Edit	105233	testtest16		720777777		3/28/2016 3:49:33 PM	6/7/2016 1:15:59 PM	test@eqhs.org
Edit	101190					10/26/2015 3:20:37 PM	4/11/2016 9:58:42 AM	
Edit	102284					12/8/2015 2:35:57 PM	12/10/2015 10:41:19 AM	

K < 1 2 3 4 5 6 7 8 9 > Page size: 10 83 items in 9 pages

- 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 Edit

Menu

Errors

<p>User Name: <input type="text" value="At least 6 chars. lower case."/></p> <p>First Name: <input type="text"/></p> <p>Last Name: <input type="text"/></p> <p>Password: <input type="password"/></p> <p>Email: <input type="text"/></p> <p>InactiveDate: <input type="text"/> <input type="button" value="Calendar"/></p> <p>Phone Number: <input type="text" value="( ) _- _"/></p> <p>Extension: <input type="text"/></p>	<p>Allow to run reports?: <input type="checkbox"/></p> <p>Allow to enter requests?: <input type="checkbox"/></p> <p>Allow to view provider letters?: <input type="checkbox"/></p> <p>Allow to view physician letters?: <input type="checkbox"/></p> <p>Receive review approval emails: <input type="checkbox"/></p> <p>Receive review pending emails: <input type="checkbox"/></p> <p>Receive review LOI emails: <input type="checkbox"/></p> <p>Receive review partially approved emails: <input type="checkbox"/></p> <p>Receive review denied emails: <input type="checkbox"/></p> <p>Receive review awaiting required attachments emails: <input type="checkbox"/></p> <p>Receive review administrative hold emails: <input type="checkbox"/></p>
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[Save Changes](#)      [Back to User List](#)

- 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.

### User Edit

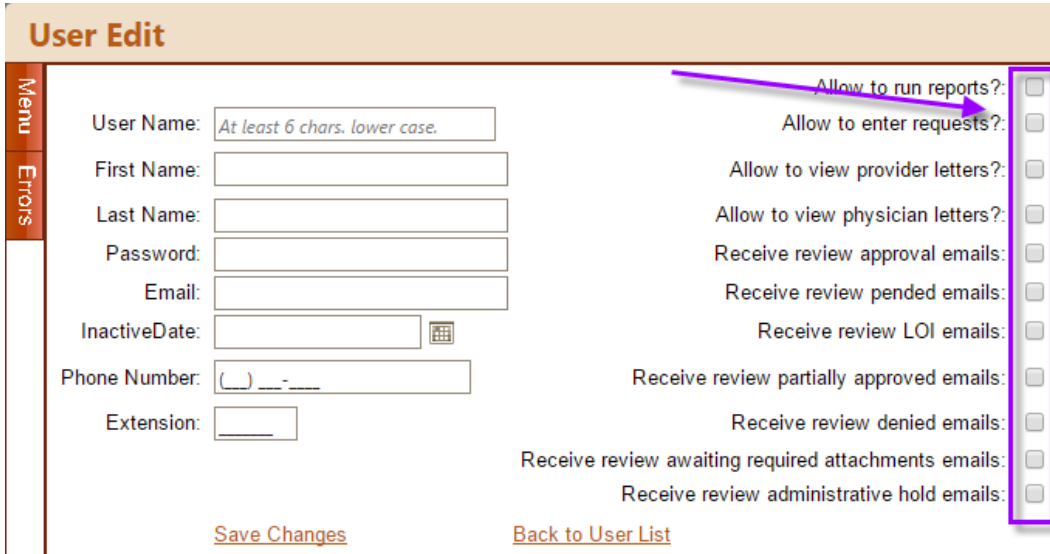
Menu

Errors

<p>User Name: <input type="text" value="At least 6 chars. lower case."/></p> <p>First Name: <input type="text"/></p> <p>Last Name: <input type="text"/></p> <p>Password: <input type="password"/></p> <p>Email: <input type="text"/></p> <p style="border: 2px solid purple; padding: 2px;">InactiveDate: <input type="text"/> <input type="button" value="Calendar"/></p> <p>Phone Number: <input type="text" value="( ) _- _"/></p> <p>Extension: <input type="text"/></p>	<p>Allow to run reports?: <input type="checkbox"/></p> <p>Allow to enter requests?: <input type="checkbox"/></p> <p>Allow to view provider letters?: <input type="checkbox"/></p> <p>Allow to view physician letters?: <input type="checkbox"/></p> <p>Receive review approval emails: <input type="checkbox"/></p> <p>Receive review pending emails: <input type="checkbox"/></p> <p>Receive review LOI emails: <input type="checkbox"/></p> <p>Receive review partially approved emails: <input type="checkbox"/></p> <p>Receive review denied emails: <input type="checkbox"/></p> <p>Receive review awaiting required attachments emails: <input type="checkbox"/></p> <p>Receive review administrative hold emails: <input type="checkbox"/></p>
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[Save Changes](#)      [Back to User List](#)

- Typically, a user will need ALL of the boxes on the right side of this screen selected, but you may select whichever functions this user will need. ONLY the user administrator can update this for a user.



**User Edit**

Menu Errors


User Name:  At least 6 chars, lower case.

First Name:

Last Name:

Password:

Email:

InactiveDate:  

Phone Number:  ( ) - - -

Extension:

Allow to run reports?  
 Allow to enter requests?  
 Allow to view provider letters?  
 Allow to view physician letters?  
 Receive review approval emails:  
 Receive review pending emails:  
 Receive review LOI emails:  
 Receive review partially approved emails:  
 Receive review denied emails:  
 Receive review awaiting required attachments emails:  
 Receive review administrative hold emails:

[Save Changes](#) [Back to User List](#)

### eQSuite® System Administrator – User Options

- Allow to view provider letters:** Does not apply, as Xerox should provide the appropriate letters. Whether the box is checked or unchecked, the user will not be able to see provider letters in eQSuite®.
- Allow to view physician letters:** Does not apply, as Xerox should provide the appropriate letters. Whether the box is checked or unchecked, the user will not be able to see physician letters in eQSuite®.
- Receive review approval emails:** This is an option to receive courtesy emails from eQHealth Solutions notifying the user that their review has been approved.
- Receive review LOI emails:** This is an option to receive courtesy emails from eQHealth Solutions notifying the user if their review has been pended by the nurse due to a request for more information. If this option is not selected, the user must manually monitor their review status to know if their review requires additional information. If the review receives this status and the additional information is not uploaded within 10 days, the review will receive a technical denial.

- Receive review partially approved emails:** This is an option to receive courtesy emails from eQHealth Solutions notifying the user of reviews that have been partially denied.
  - Receive review denied emails:** This is an option to receive courtesy emails from eQHealth Solutions notifying the user that reviews that have been denied.
  - Receive review awaiting required attachments emails:** This is an option to receive courtesy emails from eQHealth Solutions notifying the user that a review is missing the required attachments to move forward in review process. If this option is not selected, the user must manually monitor their review status to know if their review requires additional information. If the review receives this status and the required information is not uploaded within 10 days, the review will receive a technical denial.
  - Receive review administrative hold emails:** This is an option to receive courtesy emails from eQHealth Solutions notifying the user of reviews that have been put on ore removed from administrative hold.
- Once you have entered all necessary information, click on **save changes** to create this account.

### User Edit

**Menu**  
**Errors**

User Name:

First Name:

Last Name:

Password:

Email:

InactiveDate:

Phone Number:

Extension:

Save Changes

Allow to run reports?:

Allow to enter requests?:

Allow to view provider letters?:

Allow to view physician letters?:

Receive review approval emails:

Receive review pended emails:

Receive review LOI emails:

Receive review partially approved emails:

Receive review denied emails:

Receive review awaiting required attachments emails:

Receive review administrative hold emails:

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- Once the account has been created, the new user will have the option to update their own password.

## Edit a User Account

- If you click on **edit** next to a user, you will be able to view their account information, and make updates to their user account.

User Administration								
Add New User								
Menu	UserID	User Name	Inactive DT	Phone	Extension	Added DT	Last Edit DT	Email
<a href="#">Edit</a>	93613					9/1/2015 3:24:26 PM	3/2/2016 11:51:04 AM	
<a href="#">Edit</a>	91804					8/31/2015 2:56:43 PM	9/9/2015 2:50:53 PM	
<a href="#">Edit</a>	103798					2/11/2016 1:44:50 PM	2/11/2016 1:44:50 PM	
<a href="#">Edit</a>	91678					8/31/2015 11:11:53 PM	3/3/2016 10:13:18 AM	
<a href="#">Edit</a>	104673					3/21/2016 11:22:15 AM	3/29/2016 10:48:20 AM	
<a href="#">Edit</a>	92149					9/1/2015 8:42:50 AM	3/28/2016 2:48:54 PM	
<a href="#">Edit</a>	107250	testtest62				5/24/2016 10:23:15 AM	6/7/2016 9:42:25 AM	
<a href="#">Edit</a>	105233	testtest16		720777777		3/28/2016 3:49:33 PM	6/7/2016 1:15:59 PM	test@eqhs.org
<a href="#">Edit</a>	101190					10/26/2015 3:20:37 PM	4/11/2016 9:58:42 AM	
<a href="#">Edit</a>	102284					12/8/2015 2:35:57 PM	12/10/2015 10:41:19 AM	

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- From here you can change any information necessary. You may also edit user account functions using the check boxes on the right. Click **save changes** once the desired changes have been made.

User Edit	
Menu	UserID: 105233
Errors	User Name: <input type="text" value="testtest16"/>
	First Name: <input type="text" value="test"/>
	Last Name: <input type="text" value="test"/>
	Password: <input type="password"/>
	Email: <input type="text" value="test@eqhs.org"/>
	InactiveDate: <input type="text"/> <input type="calendar"/>
	Phone Number: <input type="text" value="(720) 777-7777"/>
	Extension: <input type="text"/>
	<a href="#">Save Changes</a>
	<a href="#">Back to User List</a>

Allow to run reports?:

Allow to enter requests?:

Allow to view provider letters?:

Allow to view physician letters?:

Receive review approval emails:

Receive review pended emails:

Receive review LOI emails:

Receive review partially approved emails:

Receive review denied emails:


Receive review awaiting required attachments emails:

Receive review administrative hold emails:

## Delete a User Account

- A User Administrator **MUST** follow these steps to deactivate 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.

### User Edit

Menu Errors	UserID: 105233	Allow to run reports?: <input checked="" type="checkbox"/>
	User Name: <input type="text" value="testtest16"/>	Allow to enter requests?: <input checked="" type="checkbox"/>
	First Name: <input type="text" value="test"/>	Allow to view provider letters?: <input checked="" type="checkbox"/>
	Last Name: <input type="text" value="test"/>	Allow to view physician letters?: <input checked="" type="checkbox"/>
	Password: <input type="password"/>	Receive review approval emails: <input checked="" type="checkbox"/>
	Email: <input type="text" value="test@eqhs.org"/>	Receive review pended emails: <input checked="" type="checkbox"/>
	InactiveDate: <input type="text" value="6/1/2016"/> 	Receive review LOI emails: <input checked="" type="checkbox"/>
	Phone Number: <input type="text" value="(720) 777-7777"/>	Receive review partially approved emails: <input checked="" type="checkbox"/>
	Extension: <input type="text"/>	Receive review denied emails: <input checked="" type="checkbox"/>
		Receive review awaiting required attachments emails: <input checked="" type="checkbox"/>
	Receive review administrative hold emails: <input checked="" type="checkbox"/>	

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