

If you are not employed by URM or an Affiliate, you will need a URM guest account.

- If you access to ePartner, AHP will request additional security for you to access the Provider Engagement Report.
- If you do NOT have access to ePartner, AHP will be the sponsor and request a URM guest account for the Provider Engagement Report.

REQUIREMENTS:

- Individual user accounts and passwords shall not be shared
- User identity shall be verified before performing password resets
- Any device used to connect to the network shall use full-disk encryption and anti-virus software to protect the confidentiality of information on computers and mobile devices.
- Reports and files containing patient PHI shall be handled appropriately and comply with HIPAA requirements

WHY DO I NEED A URM ACCOUNT TO ACCESS MY PROVIDER ENGAGEMENT REPORT?

- AHP contracts with URM Information Systems Division to provide analytics and technology services. The URM login account is necessary to access the server with the dashboard.
- AHP has strict confidentiality agreements that restricts access to the PER and data about your patients to you, your authorized practice staff and AHP.

WHO IS THE AHP SPONSOR FOR THE GUEST ACCOUNT?

Cristy Houde, Director of Information Management
Accountable Health Partners
cristy_houde@urmc.rochester.edu
585-261-0469

WHAT IF I ALREADY HAVE A URM USER ACCOUNT?

Send the AHP sponsor your URM username and/or email address (@urmc.rochester.edu). The AHP PER security template will be added to your existing user account. You will be notified when the change is complete and you can login to PER with your current username and password.

HOW DO I GET MY NEW USER ACCOUNT?

1. One week prior to your PER training, the AHP sponsor will submit your first name, middle initial, last name and email address for a guest account. You will receive a confirmation email that your account request has been initiated.
2. Within 24 hours of the confirmation email, you will receive an email from 'University of Rochester Identity Management System' (idm-noreply@ur.rochester.edu) to complete the account setup. Remember to check your spam or junk email.
3. You have 48 hours to follow the instructions in the email to complete the account request. You must supply your birth date and last four digits to your SSN which will be used to confirm your identity when you request a password reset.
4. After the account request is processed, you will receive another email with important instructions to initialize the username, set a password, and setup DUO.
5. Upon completion you are ready to for training and can logon to PER.

WHAT IS DUO AND WHY DO I NEED IT?

Duo is the University's two-factor authentication solution that increases security, protecting your confidentiality and patients' information. Two-factor authentication requires two separate types (factor) of authentication

- 1: Something you know (username and password)
- 2: Something you have (DUO mobile app on your smartphone or a direct phone number)

WHAT IF I DON'T WANT THE DUO MOBILE APP?

If you do not install the DUO Mobile app on your smart phone, you will receive phone calls on your direct number to confirm your identity each time you login to the Provider Engagement Report.