ACCOUNTABLE HEALTH PARTNERS

Provider Engagement Report
Guest Account New User FAQ

All PER users will need special securities to access the PER.

- If you have an active URMC Active Directory account, AHP will attach additional security for you to access the Provider Engagement Report.
- If you do NOT have an existing URMC Active Directory account, AHP will sponsor and request a URMC guest account for you to access the Provider Engagement Report.

REQUIREMENTS:

- Individual user accounts and passwords shall not be shared.
- URMC's Help Desk will verify identities 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 URMC ACCOUNT TO ACCESS MY PROVIDER ENGAGEMENT REPORT?

- AHP contracts with URMC's Information Systems Division to provide analytics and technology services. The URMC account is necessary to access the server that houses 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 employees.

WHO IS THE AHP SPONSOR FOR THE GUEST ACCOUNT?

Provider Data and Systems Coordinator
Accountable Health Partners
PER@AHPNetwork.com

HOW DO I GET MY NEW USER ACCOUNT?

1. The first step begins when we receive your user request for access. A member of the AHP Provider Relations team or the Provider Data and Systems Coordinator will work with you to obtain the needed information. You will receive an email from the Provider Data and Systems Coordinator that your account request has been initiated.
2. **Users without an active URMC Active Directory Account:**
    1. Within 24 hours of initiating the request, you will receive an email from 'University of Rochester Identity Management System' (idm-noreply@ur.rochester.edu) to complete the identity verification. Check your spam or junk email if you do not receive this email. If it is not in your spam or junk folders, reach out to the Provider Data and Systems Coordinator.
    2. You have 48 hours to follow the instructions in the identity verification 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. Members of the AHP team do not have access to this information.
    3. After the account request is processed, you will receive another email with important instructions to initialize the username, set a password, and setup DUO.
3. **Users with an active URMC Active Directory Account/ New users who have completed the steps above:** The AHP team will ensure all necessary securities are active and let you know when you can log into the 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.