

Request New Account for AltaMed Link

This tip sheet is to guide AltaMed's contracted provider groups through the process of requesting a new account and new users for a limited access to AltaMed's EHR.

NOTE: Send your Business Associate Agreement first.

Before following steps below to set up an account, AltaMed HIM Department needs to receive the Business Associate Agreement (BAA) that accompanied your contract with AltaMed. A BAA is your organization's commitment to safeguard Protected Health Information (PHI) and is usually an addendum to the main contract document. This is typically kept on file by your legal or business affairs department. Please email the BAA to AltaMedprivacyoffice@AltaMed.org. You will be notified by email when your BAA has been approved.

If the purpose for your request is to view claims/eligibility for AltaMed members please begin the registration process for our provider portal called CONNECT at the following website: <https://connect.alturamso.com/Login.aspx> and <https://connect.alturamso.com/Web/Pub/Registration/RegForm.aspx>.

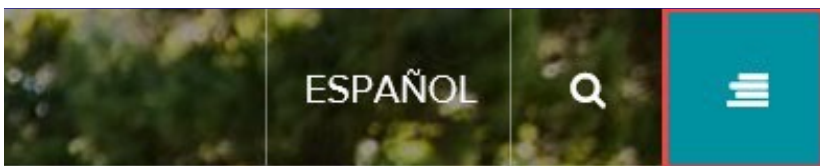
If a provider doesn't know if they are registered or not, they can always email or call AltaMed MSO at the following contact information below: shareconnectsupport@altamed.org or call the MSO support line (855) 848-5252, option 1, option 6, option 1

How to Request AltaMed Link Access for Your Organization

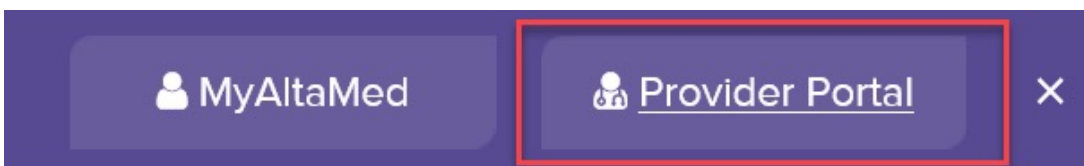
Once your BAA has been received and verified by AltaMed, the next step is to submit a request to register your organization or site with AltaMed.

NOTE: Your site request should be completed by a Clinic Administrator/Manager. This person will manage the account as the AltaMed Link Site Administrator. The administrator will be responsible for:

- Enrolling users at your organization
 - Resetting passwords
 - Updating user accounts
 - Inactivating accounts for personnel no longer working at your organization
1. Go to **AltaMed.org** and click on **menu** button
 - If you cannot access this link, ask your IT Security Department to whitelist AltaMed.org



2. Click the **Provider Portal** option



3. Select the **Visit** hyperlink under AltaMed Link section for our contracted provider groups

AltaMed Link

Secure access to patients' electronic health information for AltaMed's contracted provider groups.

Visit →

4. Click the **Request New Account** option

powered by **Epic**

AltaMedLink

Password

LOG IN

Forgot password?


Request New Account

5. Click **Request access for a new site**

AltaMed



New Account Request

If you need to create a new site with multiple users...




Site



Request access for a new site


6. Proceed to fill out with as much information as possible to ensure a faster verification process
-  need to be filled out fields
 - **Site name:** must be the company name on the BAA
 -  highly recommended field
 - **Site type:** select the option that best describes your organization
 - In the **Comments** box, add the reason why you are requesting access to AltaMed Link.
 - Please be specific with the reason why and include the name of the person at AltaMed who referred you to enroll in AltaMed Link


1. Site Information 2. Users 3. Verification

Site Information

 Site name:

 Site type: 

 Phone:


 Fax:


Site NPI #:


Address

Address:

City:

State:  ZIP:


County: 

Country: 

Other

Comments:

Reason why site is being requested here



7. Click **Next** once the form is filled out

How to Add Users to Your Site

When requesting access for a new site, you have the opportunity to add users (Provider, Clinical Staff, Non-Clinician, etc.) who will have access to AltaMed Link.

NOTE: At least one user needs to be added when requesting a new site. This user will be the Site Administrator for the AltaMed Link account. If not able to add all users at this time, the opportunity to add other users will be available once access for a new site request has been verified and approved.

1. Click appropriate user access option from list

New Account Request > Site > Users > Add User

Please choose one of the following options to add a user to your site

- Provider
- Clinical Staff
- Non-Clinician
- School Nurse

- Request access for a new provider
- Request access for a new clinical staff member
- Request access for a new non-clinician
- Request access for a new school nurse

2. Proceed to fill out the User Information
 - a. need to be filled out fields
 - **Name:** must be in Last Name, First Name format.
 - **Work Email:** must be the provider's company email address
 - **NPI:** must be the provider's NPI number
 - **License #:** provider's medical license or professional registration number
 - **License State:** U.S. state where License # was issued
 - b. highly recommended fields
 - **Specialty:** select the specialty that best describes the provider specialty
 - c. **DO NOT** check the "This Provider doesn't need to log into this application. Add the provider to this site, but don't create a login account" box
 - d. Check the **Make this user a site administrator** box for users that will be managing the account

3. Click **Accept**

User Information

❗

 Name [Last,First]:

Basic Information

☐ This provider doesn't need to log into this application. Add the provider to this site, but don't create a login account.

❗

 Work e-mail:

Work phone:

User Fax:

User Address: Address:

City:

State:

ZIP:

County:

Country:

Credentials

☐ Non-U.S. credentials

❗

 NPI #:

❗

 License #:

❗

 License state:

Clinician title:

⚠

 Specialty:

Associated Providers: List the providers this user works with

Provider name:

Other

Comments:

Site Administrator

A site administrator is the person responsible for maintaining a site's records. These responsibilities include verifying that user accounts are current, deactivating the accounts of users who are no longer active at the site, and submitting requests to activate new user accounts. Every site must have at least one administrator.

☐ Make this user a site administrator

d

✓

 Accept

✗

 Cancel

4. Click **Add** to add more users as needed

AltaMed

New Account Request ▶ **Site** ▶ **Users**

1. Site Information

2. Users

3. Verification

Users

+

 Add

✎

 Edit

✖

 Delete

Name	User Type	NPI	E-mail
<input type="radio"/> test, test	Non-Clinician		arascon@altamed.org

5. Click the **Verification** button when done adding users



6. Read through **Terms and Conditions**
 - Check the **I agree to the Terms and Conditions above.** box
7. Check the **I'm not a robot** box
8. Enter your name in the **Requested by** field
9. Click **Submit Request**

A screenshot of the 'Users > Verification' page. At the top, there's a breadcrumb trail: '1. Site Information 2. Users 3. Verification', with '3. Verification' highlighted. Below this, the 'Verification' section contains three main parts: 1. 'Terms and Conditions' with a red error icon, a scrollable text area showing 'AltaMed - ALTAMED LINK' and a paragraph about privacy, and a checkbox labeled 'I agree to the Terms and Conditions above.' which is unchecked. 2. 'Verification' with a red error icon, a checkbox labeled 'I'm not a robot' which is unchecked, and a reCAPTCHA widget. 3. 'Requested by:' with a red error icon and an empty text input field. At the bottom right, there are three buttons: 'Previous' (disabled), 'Submit Request' (checked icon, highlighted with a red border), and 'Cancel Request' (red X icon).