



# Provider Portal Access Authorization

As a convenience to our in-network providers, Group Health Cooperative of Eau Claire offers a secure provider portal for authorized provider staff to review general plan information as well as enrollment, eligibility, and referral/service event viewing. At this time, this is open to provider staff only. We conduct HIPAA standard transactions and thus authorized clearinghouses may submit eligibility files electronically if they wish to check eligibility and/or enrollment dates on your behalf. Providers are responsible for all costs associated with internet access. Please review the following requirements.

- Designation of Account Administrator. All providers will be required to designate a **Provider Portal Account Administrator**, who will be responsible for ensuring that access is granted only to authorized staff as well as notifying us if any access should be terminated. A spreadsheet will be made available for this purpose. **We will only accept requests for access in writing from the Administrator.** In general, Administrator rights will be limited to one Primary Administrator and one Back-Up Administrator per provider. An exception may be made for larger facilities with multiple locations and billing departments. The Administrators will provide a listing of authorized provider users to us for account set-up.
- Duties of Administrator. The Administrator is responsible for ensuring all applicable HIPAA and HITECH privacy and security requirements are followed relative to provider’s staff and their access, including, but not limited to: limiting access to the minimum number of staff who require access; ensuring that staff with access have a job-related need to access the information; using/disclosing the information only for treatment, payment, or health care operations purposes and not redisclosing the information to third parties; reviewing staff portal access to ensure that use is appropriate; educating staff on applicable confidentiality requirements and ensuring that all staff maintain the confidentiality of data within the system; and maintaining the security of usernames and passwords assigned to users.
- Notification Required for Access Changes. Because this is a web-based system, it is imperative that we are contacted immediately by the Administrator when staff no longer have a work-related need for system access. In the event that the Primary and Back-Up Administrator access require termination, the provider’s authorized contract signatory should contact us.
- Auditing and Monitoring. We will conduct periodic audits and reviews of usage and access rights with the Administrator. In the event that the Administrator fails to notify us immediately when staff access should be terminated, we may revoke access completely for all of your staff. We may also temporarily suspend access when questionable activity is identified (until the matter is resolved). In the interest of protecting our members’ privacy, we retain the discretion to revoke this authorization and access to any authorized user at any time.
- Notice of Privacy Practices. In accordance with Group Health Cooperative of Eau Claire’s Notices of Privacy Practices, this information may not be used or disclosed for any unauthorized purpose, including, but not limited to: marketing; competitive advantage; and fraudulent or other illegal activities. All information remains the property of Group Health Cooperative of Eau Claire.

**I have read and agree to the above requirements and designate the Administrator(s) listed below.**

### ADMINISTRATORS (Primary)

\_\_\_\_\_  
Organization Name

\_\_\_\_\_  
Tax ID #

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name/Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name/Title

\_\_\_\_\_  
Phone

\_\_\_\_\_  
Fax

\_\_\_\_\_  
Email  
**(Backup)**

\_\_\_\_\_  
Name/Title

\_\_\_\_\_  
Phone

\_\_\_\_\_  
Fax

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Email