

QuickStart Guide

Note: Test data/information is displayed in the screenshots listed in this document

New User Registration users can navigate to <https://qmportal.azahcccs.gov/> and click on Create New account link.

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1. Create Provider Master Account

The first account created for the Organization/Business Type is the Master account.

Step1. To create a new account, external users need to go to <https://qmportal.azahcccs.gov/> and click on “Create new account? Click Here”.



Thank you for visiting QM Portal. In order to use the site, you must have an active account. Please login or register a new account. For questions, please contact our Customer Support Center at (602) 417-4451.

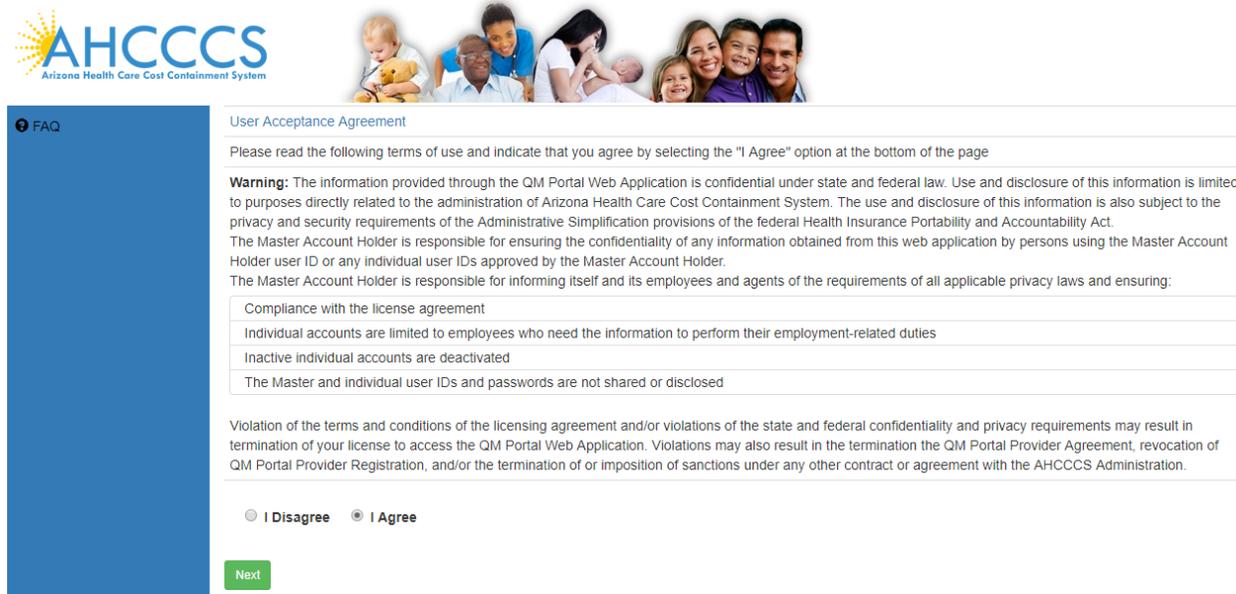
External User Log In	AHCCCS User Log In
<p>User Name <input type="text"/></p> <p>Password <input type="password" value="Enter password"/></p> <p><input type="button" value="Sign In"/></p> <p>Forgot your Password? Click Here</p> <p>Create new account? Click Here</p> <p>Passwords are case-sensitive. After 3 failed attempts, within 15 minutes, your account will be locked out, and you will either need to contact your Master Account holder to unlock your account or use the Password Recovery feature.</p>	<p>If you are an AHCCCS employee</p> <p>AND you are currently logged onto the AHCCCS network</p> <p>AND you are accessing this application from a browser on your workstation</p> <p>Then click the button below to use this application with your network login credentials</p> <p><input type="button" value="AHCCCS Sign In"/></p>

ⓘ Your web browser must have JavaScript enabled in order to use the QM portal.

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Step2. To proceed with the registration, user needs to accept the agreement shown on the following screen.

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The screenshot shows the AHCCCS logo at the top left and a header image of a diverse group of people. Below the logo is a blue sidebar with a 'FAQ' link. The main content area is titled 'User Acceptance Agreement' and contains the following text:

Please read the following terms of use and indicate that you agree by selecting the "I Agree" option at the bottom of the page

Warning: The information provided through the QM Portal Web Application is confidential under state and federal law. Use and disclosure of this information is limited to purposes directly related to the administration of Arizona Health Care Cost Containment System. The use and disclosure of this information is also subject to the privacy and security requirements of the Administrative Simplification provisions of the federal Health Insurance Portability and Accountability Act. The Master Account Holder is responsible for ensuring the confidentiality of any information obtained from this web application by persons using the Master Account Holder user ID or any individual user IDs approved by the Master Account Holder. The Master Account Holder is responsible for informing itself and its employees and agents of the requirements of all applicable privacy laws and ensuring:

Compliance with the license agreement
Individual accounts are limited to employees who need the information to perform their employment-related duties
Inactive individual accounts are deactivated
The Master and individual user IDs and passwords are not shared or disclosed

Violation of the terms and conditions of the licensing agreement and/or violations of the state and federal confidentiality and privacy requirements may result in termination of your license to access the QM Portal Web Application. Violations may also result in the termination the QM Portal Provider Agreement, revocation of QM Portal Provider Registration, and/or the termination of or imposition of sanctions under any other contract or agreement with the AHCCCS Administration.

I Disagree I Agree

Next

Step3. After selecting the I Agree and clicking on the Next Button, user can select the business type on the following screen.



The screenshot shows the AHCCCS logo at the top left and the same header image. Below the logo is a blue sidebar with a 'FAQ' link. The main content area is titled 'Enter Organization Information' and contains the following elements:

Select Your Business Type Provider HealthPlan TRBHA HRC ExternalAgency

Enter Captcha Code 

Next

Step4. Once the Business Type is selected, the boxes for the corresponding required information will appear. Screen below is for Provider Registration.

Step5. Enter Provider NPI and Tax Identification Number (TIN) of your Organization and click on Next button.

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The screenshot shows the 'Enter Organization Information' form. It includes a sidebar with an 'FAQ' link. The form has a header with the AHCCCS logo and a family photo. Below the header, there are radio buttons for 'Select Your Business Type' (Provider, HealthPlan, TRBHA, HRC, ExternalAgency). A 'Enter Captcha Code' field contains '8XY9'. There are input fields for 'National Provider ID (NPI) or AHCCCS ID' and 'Tax Identification Number (TIN)'. A green 'Next' button is at the bottom left. A footer contains the address 'AHCCCS, 801 E. Jefferson St., Phoenix, AZ 85034, (602) 417-7000' and copyright information.

Step6. Next, a popup Address window appears, select your facility address from dropdown and click on Continue Button.

This screenshot shows the same registration form as above, but with a modal popup window titled 'Addresses' overlaid. The popup contains instructions for setting a master account. It states: 'Your organization does not have a master account yet. The master account is responsible for managing all other user accounts in your organization. If you desire to be the master account for your organization then: 1. Please select an address from the list. This address is the location where the letter with the activation code will be sent. If your address is not included in the list, contact Provider Registration for further assistance. 2. Then Click CONTINUE to be master account. OR If you do NOT desire to be the master account, then just CANCEL and you won't be able to register until the master account is set up'. At the bottom of the popup, there is a 'Select Address' dropdown menu with the selected address 'suite 1050 2700 n central ave, phoenix, az' and two buttons: 'Continue' (green) and 'Cancel' (red).

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Step 7. New Account page lists information about username and Password requirements instructions.



FAQ

Passwords are required to be a minimum of 9 characters in length.
Password require the use of at least one lower case alpha character, one upper case character, at least one numeric character (1,2,etc), at least 1 special character
@!#=\$%^&()*?_
The password must NOT contain 3 or more of the same consecutive characters (111, aAa, etc.)
The password must NOT contain 3 consecutive characters in common with the user name.

Create New Account

First Name	<input type="text" value="Enter first name"/>
Last Name	<input type="text" value="Enter last name"/>
Phone	<input type="text" value="Enter phone"/>
User Name	<input type="text" value="Enter user name"/>
Email	<input type="text" value="Enter email"/>
Security Question #1	<input type="text" value="Select a Security Question"/>
Security Answer #1	<input type="text" value="Enter security answer"/>
Security Question #2	<input type="text" value="Select a Security Question"/>
Security Answer #2	<input type="text" value="Enter security answer"/>
Password	<input type="text" value="Enter password"/>
Confirm Password	<input type="text" value="Enter confirm password"/>

(must be at least 6 characters)

(Duplicate emails are allowed on multiple accounts when the each account has the email address, the first name, and the last name match exactly)

Step 8. Enter user Information in following page to Create New User Account and click on Create User button.

QuickStart Guide



FAQ

Passwords are required to be a minimum of 9 characters in length.
Password require the use of at least one lower case alpha character, one upper case character, at least one numeric character (1,2,etc), at least 1 special character @!#=\$%^&*(){}?_~
The password must NOT contain 3 or more of the same consecutive characters (111, aAa, etc.)
The password must NOT contain 3 consecutive characters in common with the user name.

- Password does not conform to the complexity requirements

Create New Account

First Name	<input type="text" value="TestProv_FN"/>
Last Name	<input type="text" value="TestProv_LN"/>
Phone	<input type="text" value="999-999-9999"/>
User Name	<input type="text" value="TestProv@1"/>
Email	<input type="text" value="test@gmail.com"/>
Security Question #1	<input type="text" value="What was your favorite childhood TV prog"/>
Security Answer #1	<input type="text" value="test"/>
Security Question #2	<input type="text" value="What is your favorite city outside the USA"/>
Security Answer #2	<input type="text" value="test"/>
Password	<input type="password" value="*****"/>
Confirm Password	<input type="password" value="***** "/>

(must be at least 6 characters)

(Duplicate emails are allowed on multiple accounts when the each account has the email address, the first name, and the last name match exactly)

Create User

Next page you will see the following message.

Your account has been successfully created.

You will receive a letter in the mail, sent to the organization address you selected. The letter will contain activation code. You will enter this code on the QM portal logon page to activate your account.



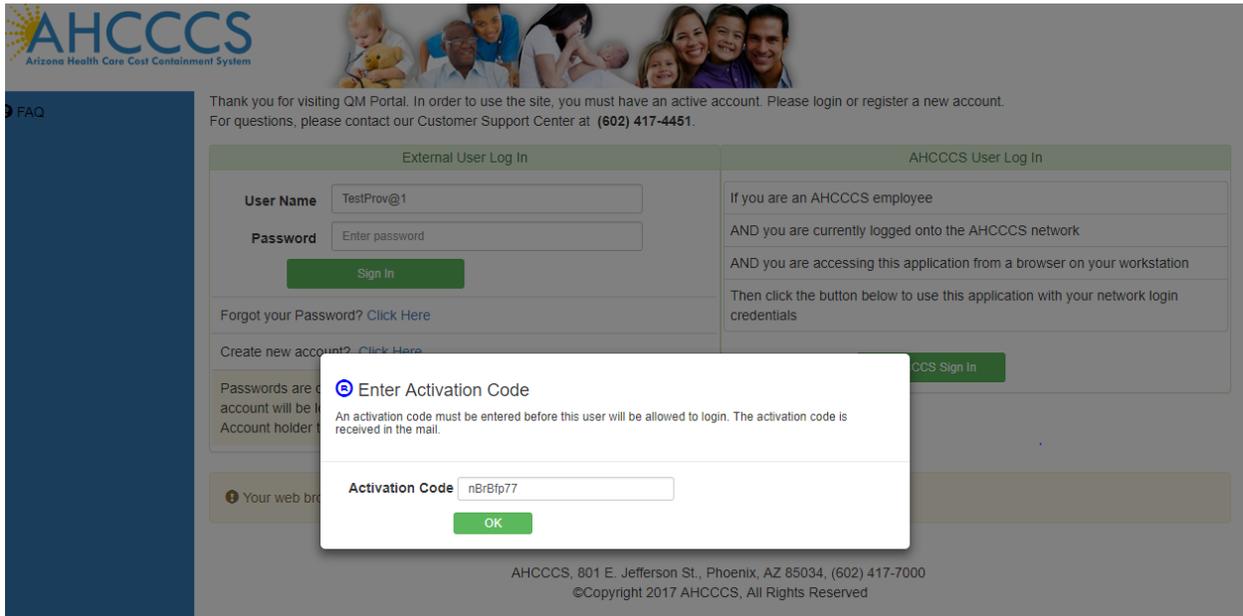
FAQ

Your account has been successfully created.

You will receive a letter in the mail, sent to the organization address you selected. The letter will contain an activation code. You will enter this code on the QM portal logon page to activate your account.

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After receiving the code in Mail enter user credentials and the activation code to activate Master user account.



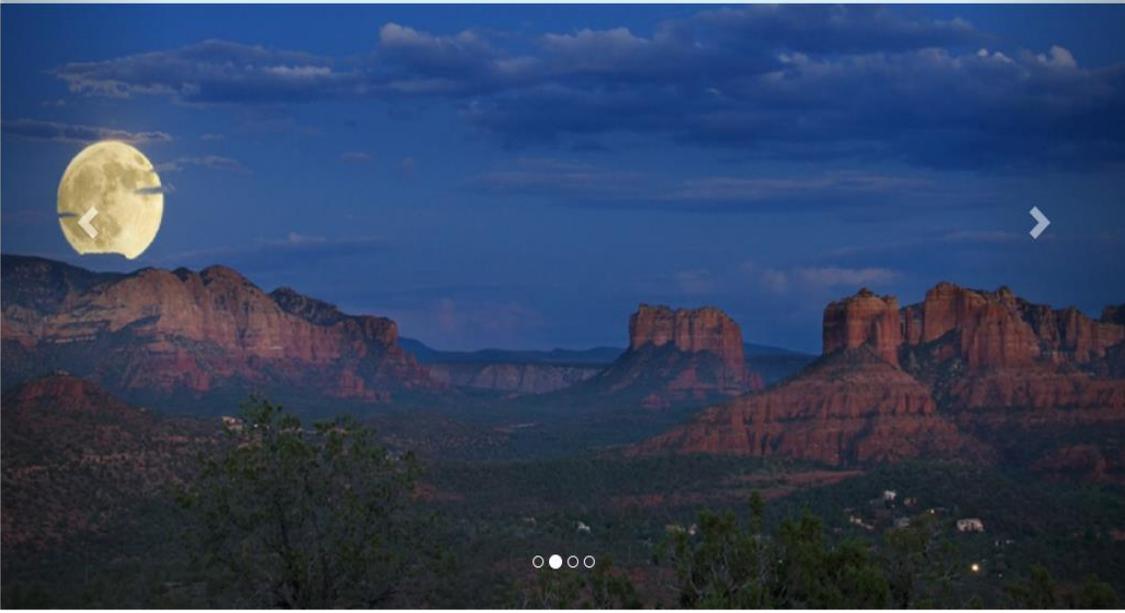
After logging into the application, the user will see the following page.

QuickStart Guide



- Home
- User Admin
- Search
- Create IAD
- FAQ
- Log Out

The QMS Portal is intended for the use of providers reporting IADs to Contractor/TRBHAs. This system is administered by the AHCCCS Behavioral Health.



QuickStart Guide

2. Create Provider Sub Account

The process to create Provider Sub Account is same as the Master Account. Sub Account is created after the Master account and it's approved by the Master Account.

Step1. To create a new Sub account, external users need to go to <https://qmportal.azahcccs.gov/> and click on "Create new account? Click Here".

Thank you for visiting QM Portal. In order to use the site, you must have an active account. Please login or register a new account. For questions, please contact our Customer Support Center at (602) 417-4451.

External User Log In	AHCCCS User Log In
<p>User Name <input type="text"/></p> <p>Password <input type="password"/></p> <p><input type="button" value="Sign In"/></p> <p>Forgot your Password? Click Here</p> <p>Create new account? Click Here</p> <p>Passwords are case-sensitive. After 3 failed attempts, within 15 minutes, your account will be locked out, and you will either need to contact your Master Account holder to unlock your account or use the Password Recovery feature.</p>	<p>If you are an AHCCCS employee</p> <p>AND you are currently logged onto the AHCCCS network</p> <p>AND you are accessing this application from a browser on your workstation</p> <p>Then click the button below to use this application with your network login credentials</p> <p><input type="button" value="AHCCCS Sign In"/></p>

Your web browser must have JavaScript enabled in order to use the QM portal.

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Step2. Accept the agreement shown on the next screen.

User Acceptance Agreement

Please read the following terms of use and indicate that you agree by selecting the "I Agree" option at the bottom of the page

Warning: The information provided through the QM Portal Web Application is confidential under state and federal law. Use and disclosure of this information is limited to purposes directly related to the administration of Arizona Health Care Cost Containment System. The use and disclosure of this information is also subject to the privacy and security requirements of the Administrative Simplification provisions of the federal Health Insurance Portability and Accountability Act. The Master Account Holder is responsible for ensuring the confidentiality of any information obtained from this web application by persons using the Master Account Holder user ID or any individual user IDs approved by the Master Account Holder. The Master Account Holder is responsible for informing itself and its employees and agents of the requirements of all applicable privacy laws and ensuring:

Compliance with the license agreement
Individual accounts are limited to employees who need the information to perform their employment-related duties
Inactive individual accounts are deactivated
The Master and individual user IDs and passwords are not shared or disclosed

Violation of the terms and conditions of the licensing agreement and/or violations of the state and federal confidentiality and privacy requirements may result in termination of your license to access the QM Portal Web Application. Violations may also result in the termination the QM Portal Provider Agreement, revocation of QM Portal Provider Registration, and/or the termination of or imposition of sanctions under any other contract or agreement with the AHCCCS Administration.

I Disagree I Agree

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Step3. Select Business type **Provider**.



Enter Organization Information

Select Your Business Type Provider HealthPlan TRBHA HRC ExternalAgency

Enter Captcha Code 

National Provider ID (NPI) or AHCCCS ID 

Tax Identification Number (TIN)

Each new account must specify which organization ID (provider) the account holder is associated with. If your organization has a NPI(s), you must enter the NPI for your location. If your organization does not use a NPI, please specify the 6 digit AHCCCS provider ID.

After the registration process, an email will be sent to the organization's master account holder(s) to inform them that your account needs to be activated for use.

[Next](#)

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Step4. Enter NPI, TaxID and captcha code as shown in screen below and Click Next.



Enter Organization Information

Select Your Business Type Provider HealthPlan TRBHA HRC ExternalAgency

Enter Captcha Code 

National Provider ID (NPI) or AHCCCS ID 

Tax Identification Number (TIN)

Each new account must specify which organization ID (provider) the account holder is associated with. If your organization has a NPI(s), you must enter the NPI for your location. If your organization does not use a NPI, please specify the 6 digit AHCCCS provider ID.

After the registration process, an email will be sent to the organization's master account holder(s) to inform them that your account needs to be activated for use.

[Next](#)

Step5. Default Facilities affiliated with the provider Group are listed on this page. Click on **Add to List** to open search form where you can add additional facilities.

QuickStart Guide

Provider Affiliations

Your provider has affiliations with other providers. If you also need to perform work for any of the affiliated providers, then please choose which provider(s) you require. OR if you don't need to perform work for any other provider, then continue to the next step.

- Your selections are considered to be a request to your organization's master account for approval to perform work for the selected provider(s).
- The master account will review your request, and will either approve all or part of your selections.
- In the future, if new providers become affiliated with your provider, and you need to perform work for the new provider, then you need to request that the provider needs to be added to your approved list of providers by contacting your organization's master account(s).

Choose Affiliated Providers

Add to List

- NAMJOSHI/SATISH
SUITE 101 7425 E SHEA BLVD SCOTTSDALE AZ 85260
- NAMJOSHI/SATISH
SUITE 106 7555 E OSBORN RD SCOTTSDALE AZ 85251

Next

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Add Affiliated Provider ✕

Provider Name: AHCCCS ID:

Provider	Street Address	City	ZIP	ACTIVE	AHCCCS ID	
KUMAR/SATISH	115 N. SOMERTON AVE	SOMERTON	85350	Yes	019895	<input type="checkbox"/>
KUMAR/SATISH	10425 WILLIAMS ST	WELLTON	85356	Yes	019895	<input type="checkbox"/>
KUMAR/SATISH	801 NORTH SECOND AVE	SAN LUIS	85349	Yes	019895	<input type="checkbox"/>
KUMAR/SATISH	2060 W 24TH ST	YUMA	85364	Yes	019895	<input type="checkbox"/>
KUMAR/SATISH	675 S AVE B	YUMA	85364	Yes	019895	<input type="checkbox"/>
KUMAR/SATISH	950 E MAIN ST BLDG B	SOMERTON	85350	Yes	019895	<input type="checkbox"/>
KUMAR/SATISH	1896 E BABBIT LN	SAN LUIS	85349	Yes	019895	<input type="checkbox"/>
KUMAR/SATISH	214 W MAIN ST	SOMERTON	85350	Yes	019895	<input type="checkbox"/>
NAMJOSHI/SATISH	SUITE 101	SCOTTSDALE	85260	Yes	108242	<input type="checkbox"/>
NAMJOSHI/SATISH	SUITE 106	SCOTTSDALE	85251	Yes	108242	<input type="checkbox"/>
RAJAGOPAL/SATISH K	300 LONGWOOD AVENUE	BOSTON	02115	Yes	109678	<input type="checkbox"/>

Step6. Click check box next to each facility you want to be added to the list and click on **Add Selected** button. Back on the **Provider Affiliations** list, if you want to remove facility, press “X” link next to it. When you are done building list click **Next** button:

QuickStart Guide

Provider Affiliations

Your provider has affiliations with other providers. If you also need to perform work for any of the affiliated providers, then please choose which provider(s) you require, OR if you don't need to perform work for any other provider, then continue to the next step.

Your selections are considered to be a request to your organization's master account for approval to perform work for the selected provider(s).

The master account will review your request, and will either approve all or part of your selections.

In the future, if new providers become affiliated with your provider, and you need to perform work for the new provider, then you need to request that the provider needs to be added to your approved list of providers by contacting your organization's master account(s).

Choose Affiliated Providers		Add to List
NAMJOSHI/SATISH SUITE 101 7425 E SHEA BLVD SCOTTSDALE AZ 85260		
NAMJOSHI/SATISH SUITE 106 7555 E OSBORN RD SCOTTSDALE AZ 85251		
BARCELLONA/MATTHEW P. 21807 N SCOTTSDALE RD SCOTTSDALE 85258		X
BJORNSEN/BRENT 21807 N. SCOTTSDALE RD SCOTTSDALE 85255		X

Next

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Step 7. Enter user detail in Create new account page and Click on Create User.



FAQ

Passwords are required to be a minimum of 9 characters in length.
 Passwords require the use of at least one lower case alpha character, one upper case character, at least one numeric character (1,2,etc), at least 1 special character @!#\$%^&*(){}?_~
 The password must NOT contain 3 or more of the same consecutive characters (111, aAa, etc.)
 The password must NOT contain 3 consecutive characters in common with the user name.

Create New Account

First Name:

Last Name:

Phone:

User Name: (must be at least 6 characters)

Email: (Duplicate emails are allowed on multiple accounts when the each account has the email address, the first name, and the last name match exactly)

Security Question #1:

Security Answer #1:

Security Question #2:

Security Answer #2:

Password:

Confirm Password:

Create User

User receives the following message.

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Thank you for enrolling with QM portal. Your account has been successfully created and is awaiting activation by the Master account holder. Once activated, you may begin using the site.

Your master account holder(s) are:
Name: TestProv_FN TestProv_LN
Email: test@gmail.com
Phone: 999-999-9999

Master Account Receives the following Email:

Subject: QM portal - User account needs approval
*** PLEASE DO NOT RESPOND TO THIS EMAIL ***

A new user, PROV_SA2_FN PROV_SA2_LN, has been successfully created and is awaiting activation. You are designated by the system as being the master account holder.

Please activate the following user account:

Individual Account Name: Test_prov_sa@1
Email Address: test_sa@test.com
Phone Number: 602-123-4567

Thank you,

Arizona Health Care Cost Containment System
801 E. Jefferson
Phoenix, AZ 85034

Sub Account User receives the following email after the Sub Account is approved by Master Account:

Subject: QM portal - Your account has been activated

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*** PLEASE DO NOT RESPOND TO THIS EMAIL ***

Your account has been successfully activated by your master account.

WARNING - Your account may not be fully operational until 5 minutes have passed.

You will be able to logon, but the authorization processing that allows menu items to display may still need additional time to be completed.

Please contact your master account for information concerning your account.

Master account holder: TestProv_FN TestProv_LN

Email address: test_prov@test.com

Phone Number: 999-999-9999

Thank you,

Arizona Health Care Cost Containment System

801 E. Jefferson

Phoenix, AZ 85034

3. Change User Information for Provider Sub Account

Master Account user can change the Sub Account information.



The screenshot displays the 'User Details' page for a provider sub-account. On the left is a blue navigation sidebar with links for Home, User Admin, Search, Create IAD, OHR, FAQ, and Log Out. The main content area is titled 'User Details' and is divided into two columns. The left column, 'User Information', contains fields for User Name (TestProv_Ou@1), First Name (Prov_ou1), Last Name (Prov_ouLN), Phone (999-999-9999), and Email (testOU@gmail.com). A red error message is visible next to the Last Name field: 'User's first name, required.' Below these fields is a green 'Change User Information' button. The right column, 'Account Information', shows metadata: Create Date (03/14/2018), Last Login (03/19/2018), Last Locked (03/14/2018), Is Approved (checked), and Is Locked (unchecked). Below this is 'Organization Information' with fields for Organization ID (393484), Organization Name (SOUTHWEST NETWORK, INC), NPI (1235393240), and Organization Type (Provider). At the bottom of the right column are buttons for 'Send Password Recover for User', 'Set as Master Account', and 'Remove User'. A section titled 'Affiliations Require Approval' has a dropdown menu set to 'Click to view Provider Affiliations for user'. The 'User Authorization' section at the bottom has checkboxes for 'Clinical Director', 'OHR', and 'Preparer', with 'Preparer' selected.

Change User First name and Email ..

Click on Change User Information...

A popup Window appears with message Changes were Successful.

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Account Selection

You can only administer accounts that have been created for your provider. Individual accounts can be promoted to master accounts. However, you cannot downgrade your own account from master to individual status.

Active Users: Prov_ou1, Prov_ouLN (TestProv_C)

User Details

User Information

User Name Testf Changes were Successful

First Name Prov_ou1_FN

Last Name Prov_ouLN

Phone 999-999-9999

Email testOU_SA@gmail.com

(Every user account must have a unique email address. An email address cannot be shared between different accounts. If your organization cannot provide a unique email address for every account, please use a separate personal email address for each account.)

[Change User Information](#)

Account Information

Create Date 03/14/2018

Last Login 03/19/2018 **Last Locked** 03/14/2018

Is Approved **Is Locked**

(Check boxes are read only. Approving and locking accounts requires a different process.) [Additional Help](#)

Organization Information

Organization ID 393484

Organization Name SOUTHWEST NETWORK, INC

NPI 1235393240

Organization Type Provider

[Send Password Recover for User](#) [Set as Master Account](#)

[Remove User](#)

Affiliations Require Approval

[Click to view Provider Affiliations for user](#)

User Authorization

Clinical Director

OHR

Preparer

2nd Level Reviewer

4. Manage Sub Provider Account

Change the Provider Affiliations for User TestProv_Ou@1

The screenshot displays the 'Account Selection' and 'User Details' sections of the system. On the left is a blue navigation sidebar with links for Home, User Admin, Search, Create IAD, OHR, FAQ, and Log Out. The main content area is divided into several panels:

- Account Selection:** A message states, "You can only administer accounts that have been created for your provider. Individual accounts can be promoted to master accounts. However, you cannot downgrade your own account from master to individual status." Below this is a dropdown menu for 'Active Users' showing 'Prov_ou1, Prov_ouLN (TestProv_C)'.
- User Information:** A form for 'User Information' with fields for:
 - User Name: TestProv_Ou@1
 - First Name: Prov_ou1_FN
 - Last Name: Prov_ouLN
 - Phone: 999-999-9999
 - Email: testOU_SA@test.com
 A note below the email field reads: "(Every user account must have a unique email address. An email address cannot be shared between different accounts. If your organization cannot provide a unique email address for every account, please use a separate personal email address for each account.)" A green 'Change User Information' button is at the bottom.
- Account Information:** A panel showing:
 - Create Date: 03/14/2018
 - Last Login: 03/19/2018
 - Last Locked: 03/14/2018
 - Is Approved:
 - Is Locked:
 A note says: "(Check boxes are read only. Approving and locking accounts requires a different process.) [Additional Help](#)"
- Organization Information:** A panel showing:
 - Organization ID: 393484
 - Organization Name: SOUTHWEST NETWORK, INC
 - NPI: 1235393240
 - Organization Type: Provider
- Action Buttons:** 'Send Password Recover for User' (green), 'Set as Master Account' (green), and 'Remove User' (red).
- Affiliations Require Approval:** A section with a blue header 'Click to view Provider Affiliations for user' and two buttons: 'Save Or Approve' (green) and 'Add to List' (blue). Below is a list of affiliations:
 - NAMJOSHI/SATISH, SUITE 101 7425 E SHEA BLVD SCOTTSDALE AZ 85260
 - NAMJOSHI/SATISH, SUITE 106 7555 E OSBORN RD SCOTTSDALE AZ 85251
 - BALL/JOY, STE 105 9827 N 95TH STREET SCOTTSDALE AZ 85258 (with a red 'x' icon)
 - BALL/JOY, 21807 N SCOTTSDALE RD SCOTTSDALE AZ 85255 (with a red 'x' icon)

If you want to add to the Provider Affiliations list, use **Add to List** button to open separate form for searching and adding facilities.

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Add Affiliated Provider

Provider Name: AHCCCS ID:

Provider	Street Address	City	ZIP	ACTIVE	AHCCCS ID	
KUMAR/SATISH	115 N. SOMERTON AVE	SOMERTON	85350	Yes	019895	<input type="checkbox"/>
KUMAR/SATISH	10425 WILLIAMS ST	WELLTON	85356	Yes	019895	<input type="checkbox"/>
KUMAR/SATISH	801 NORTH SECOND AVE	SAN LUIS	85349	Yes	019895	<input type="checkbox"/>
KUMAR/SATISH	2060 W 24TH ST	YUMA	85364	Yes	019895	<input type="checkbox"/>
KUMAR/SATISH	675 S AVE B	YUMA	85364	Yes	019895	<input type="checkbox"/>
KUMAR/SATISH	950 E MAIN ST BLDG B	SOMERTON	85350	Yes	019895	<input type="checkbox"/>
KUMAR/SATISH	1896 E BABBIT LN	SAN LUIS	85349	Yes	019895	<input type="checkbox"/>
KUMAR/SATISH	214 W MAIN ST	SOMERTON	85350	Yes	019895	<input type="checkbox"/>
NAMJOSHI/SATISH	SUITE 101	SCOTTSDALE	85260	Yes	108242	<input type="checkbox"/>
NAMJOSHI/SATISH	SUITE 106	SCOTTSDALE	85251	Yes	108242	<input type="checkbox"/>
RAJAGOPAL/SATISH K	300 LONGWOOD AVENUE	BOSTON	02115	Yes	109678	<input type="checkbox"/>

To remove facilities from the list, use “X” link button.

When you finish building affiliation list, click on **Save Or Approve** button to save and approve changes for the user.

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Set as Master Account

Changing TestProv_Ou@1 from Sub Account to Master Account
Click on Set as Master Account.



Account Selection

You can only administer accounts that have been created for your provider. Individual accounts can be promoted to master accounts. However, you cannot downgrade your own account from master to individual status.

Active Users: Prov_ou1_FN, Prov_ouLN (TestPrn)

User Details

User Information	Account Information
User Name TestProv_Ou@1	Create Date 03/14/2018
First Name Prov_ou1_FN	Last Login 03/19/2018 Last Locked 03/14/2018
Last Name Prov_ouLN	Is Approved <input checked="" type="checkbox"/> Is Locked <input type="checkbox"/>
Phone 999-999-9999	(Check boxes are read only. Approving and locking accounts requires a different process.) Additional Help
Email testOU_SA@test.com	
(Every user account must have a unique email address. An email address cannot be shared between different accounts. If your organization cannot provide a unique email address for every account, please use a separate personal email address for each account.)	
Change User Information	Send Password Recover for User Set as Master Account
	Remove User

[Click to view Provider Affiliations for user](#)

User Authorization

- Clinical Director
- OHR
- Preparer
- 3rd Level Reviewer

Notice the following Changes:

1. Set as Master Account tab is replaced with Remove Master Account Rights.
2. A popup Window appears with message Changes were Successful.

Now the TestProv_Ou@1 is granted Master Account rights.

QuickStart Guide



- Home
- User Admin
- Search
- Create IAD
- OHR
- FAQ
- Log Out

Account Selection

You can only administer accounts that have been created for your provider. Individual accounts can be promoted to master accounts. However, you cannot downgrade your own account from master to individual status.

Active Users: Prov_ou1_FN, Prov_ouLN (TestPrn)

User Details

User Information	Account Information
<p>User Name TestProv_Ou@1</p> <p>First Name <input type="text" value="Prov_ou1_FN"/></p> <p>Last Name <input type="text" value="Prov_ouLN"/></p> <p>Phone <input type="text" value="999-999-9999"/></p> <p>Email <input type="text" value="testOU_SA@test.com"/></p> <p><small>(Every user account must have a unique email address. An email address cannot be shared between different accounts. If your organization cannot provide a unique email address for every account, please use a separate personal email address for each account.)</small></p> <p>Change User Information</p>	<p>Create Date 03/14/2018</p> <p>Last Login 03/19/2018 Last Locked 03/14/2018</p> <p>Is Approved <input checked="" type="checkbox"/> Is Locked <input type="checkbox"/></p> <p><small>(Check boxes are read only. Approving and locking accounts requires a different process.) Additional Help</small></p> <hr/> <p>Organization Information</p> <p>Organization ID 393484</p> <p>Organization Name SOUTHWEST NETWORK, INC</p> <p>NPI 1235393240</p> <p>Organization Type Provider</p> <p>Send Password Recover for User Remove Master Account rights</p> <p>Remove User</p> <p>Click to view Provider Affiliations for user</p> <hr/> <p>User Authorization</p> <p><input type="checkbox"/> Clinical Director</p> <p><input type="checkbox"/> OHR</p> <p><input checked="" type="checkbox"/> Preparer</p> <p><input type="checkbox"/> 3rd Level Reviewer</p>

5. View Existing Account Information

View TestProv_Ou@1 user account.

The screenshot displays the AHCCCS user management interface. On the left is a blue navigation sidebar with options: Home, User Admin, Search, Create IAD, OHR, FAQ, and Log Out. The main content area is titled 'Account Selection' and shows a dropdown menu for 'Active Users' with 'Prov_ou1_FN, Prov_ouLN (TestPr' selected. Below this is the 'User Details' section, which is divided into three panels: 'User Information', 'Account Information', and 'Organization Information'. The 'User Information' panel shows fields for User Name (TestProv_Ou@1), First Name (Prov_ou1_FN), Last Name (Prov_ouLN), Phone (999-999-9999), and Email (testOU_SA@test.com). A note below the email field states: '(Every user account must have a unique email address. An email address cannot be shared between different accounts. If your organization cannot provide a unique email address for every account, please use a separate personal email address for each account.)'. The 'Account Information' panel shows Create Date (03/14/2018), Last Login (06/21/2018), Last Locked (03/14/2018), Is Approved (checked), and Is Locked (unchecked). A note below states: '(Check boxes are read only. Approving and locking accounts requires a different process.) Additional Help'. The 'Organization Information' panel shows Organization ID (393484), Organization Name (SOUTHWEST NETWORK, INC), NPI (1235393240), and Organization Type (Provider). Below these panels are buttons for 'Send Password Recover for User', 'Set as Master Account', and 'Remove User'. A blue button with a dropdown arrow says 'Click to view Provider Affiliations for user'. At the bottom is the 'User Authorization' panel with checkboxes for Clinical Director, OHR, Preparer, and 3rd Level Reviewer.

Update User Authorization:

Added Clinical Director and Preparer roles to TestProv_Ou@1 Sub user account..
And clicked on Update Authorization button ..

- Notice that Clinical Director and Preparer roles are now added to TestProv_Ou@1 Sub user account.
- A popup Window appears with message Changes were Successful.

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Registration & Account Management

Registration & Account Management as Provider - 22

The screenshot displays the 'Account Selection' and 'User Details' sections of the system. On the left is a blue navigation sidebar with links for Home, User Admin, Search, Create IAD, OHR, FAQ, and Log Out. The main content area is divided into several sections:

- Account Selection:** A light green header with a message: "You can only administer accounts that have been created for your provider. Individual accounts can be promoted to master accounts. However, you cannot downgrade your own account from master to individual status." Below this is a dropdown menu for 'Active Users' showing 'Prov_ou1_FN, Prov_ouLN (TestPrn)'.
- User Details:** A light green header.
- User Information:** A blue header section containing input fields for User Name (TestProv_Ou@1), First Name (Prov_ou1_FN), Last Name (Prov_ouLN), Phone (999-999-9999), and Email (testOU_SA@test.com). A note below the email field states: "(Every user account must have a unique email address. An email address cannot be shared between different accounts. If your organization cannot provide a unique email address for every account, please use a separate personal email address for each account.)" A green 'Change User Information' button is at the bottom.
- Account Information:** A light blue header section showing 'Create Date' (03/14/2018), 'Last Login' (06/21/2018), and 'Last Locked' (03/14/2018). It also includes 'Is Approved' (checked) and 'Is Locked' (unchecked) checkboxes. A note says: "(Check boxes are read only. Approving and locking accounts requires a different process.)" with an 'Additional Help' link. Buttons for 'Send Password Recover for User' and 'Set as Master Account' are present.
- Organization Information:** A light blue header section showing 'Organization ID' (393484), 'Organization Name' (SOUTHWEST NETWORK, INC), 'NPI' (1235393240), and 'Organization Type' (Provider). A red 'Remove User' button is located below.
- Provider Affiliations:** A blue button labeled 'Click to view Provider Affiliations for user'.
- Warning:** A red text box: "WARNING**Authorization changes can take up to 5 minutes to become effective. Even this list, if re-read, may not display the current changes until the system has had enough time to process them."
- User Authorization:** A blue header section with a list of roles: 'Clinical Dire' (checked), 'OHR' (unchecked), 'Preparer' (checked), and '3rd Level Reviewer' (unchecked). A blue notification box says "Changes were Successful". A green 'Update Authorization' button is at the bottom.

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6. Change User Email Address

Changing the Email Address for User Name TestProv_Ou@1 from testOU_SA@gmail.com to testOU_SA@test.com



- Home
- User Admin
- Search
- Create IAD
- OHR
- FAQ
- Log Out

Account Selection

You can only administer accounts that have been created for your provider. Individual accounts can be promoted to master accounts. However, you cannot downgrade your own account from master to individual status.

Active Users: Prov_ou1, Prov_ouLN (TestProv_C)

User Details

User Information

User Name: TestProv_Ou@1

First Name: Prov_ou1_FN

Last Name: Prov_ouLN

Phone: 999-999-9999

Email: testOU_SA@gmail.com

(Every user account must have a unique email address. An email address cannot be shared between different accounts. If your organization cannot provide a unique email address for every account, please use a separate personal email address for each account.)

Change User Information

Account Information

Create Date: 03/14/2018

Last Login: 03/19/2018

Last Locked: 03/14/2018

Is Approved:

Is Locked:

(Check boxes are read only. Approving and locking accounts requires a different process.) [Additional Help](#)

Organization Information

Organization ID: 393484

Organization Name: SOUTHWEST NETWORK, INC

NPI: 1235393240

Organization Type: Provider

Send Password Recover for User

Set as Master Account

Remove User

Affiliations Require Approval

Click to view Provider Affiliations for user

User Authorization

Clinical Director

OHR

Preparer

User Email Id is updated..

QuickStart Guide



- Home
- User Admin
- Search
- Create IAD
- OHR
- FAQ
- Log Out

Account Selection

You can only administer accounts that have been created for your provider. Individual accounts can be promoted to master accounts. However, you cannot downgrade your own account from master to individual status.

Active Users: ▼

User Details

User Information

User Name TestF Changes were Successful

First Name

Last Name

Phone

Email

(Every user account must have a unique email address. An email address cannot be shared between different accounts. If your organization cannot provide a unique email address for every account, please use a separate personal email address for each account.)

Account Information

Create Date 03/14/2018

Last Login 03/19/2018 **Last Locked** 03/14/2018

Is Approved **Is Locked**

(Check boxes are read only. Approving and locking accounts requires a different process.) [Additional Help](#)

Organization Information

Organization ID 393484

Organization Name SOUTHWEST NETWORK, INC

NPI 1235393240

Organization Type Provider

Affiliations Require Approval

▼ [Click to view Provider Affiliations for user](#)

User Authorization

Clinical Director

OHR

Preparer

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7. Send Password Recovery Email

The Password Recovery Email is sent to the user by clicking on Send Password Recover for User button on the User Admin page. In this example the Master Account is sending the email to TestProv_Ou@1 user.



The screenshot shows the 'User Admin' page with a sidebar on the left containing links for Home, User Admin, Search, Create IAD, OHR, FAQ, and Log Out. The main content area is titled 'Account Selection' and includes a message: 'You can only administer accounts that have been created for your provider. Individual accounts can be promoted to master accounts. However, you cannot downgrade your own account from master to individual status.' Below this is a dropdown for 'Active Users' showing 'Prov_ou1_FN, Prov_ouLN (TestPr'. The 'User Details' section is divided into three panels: 'User Information' (with fields for User Name, First Name, Last Name, Phone, and Email), 'Account Information' (with fields for Create Date, Last Login, Last Locked, Is Approved, and Is Locked), and 'Organization Information' (with fields for Organization ID, Organization Name, NPI, and Organization Type). At the bottom of the User Information panel is a 'Change User Information' button. Below the Account Information panel are buttons for 'Send Password Recover for User' and 'Remove Master Account rights'. Below the Organization Information panel is a 'Remove User' button. At the bottom of the page is a 'User Authorization' section with checkboxes for Clinical Director, OHR, Preparer (checked), and 3rd Level Reviewer.

The TestProv_Ou@1 user receives the following email after the **Send Password Recover for User** button is clicked.

*** PLEASE DO NOT RESPOND TO THIS EMAIL ***

Please click the following link, or copy/paste the link into your browser

<https://QmPortal2008Dev.azahcccs.gov/Account/IssueNewPassword.aspx?id=XNYbiG6A9gr3z4gy5O3WNdqatgxL2abcADRfDjAdjkQ%3d>

Your recovery code is: gg75bB6R5g (THIS IS NOT A PASSWORD)

The recovery code is only valid for 30 minutes.

NOTE: email formatting by some email providers (like Yahoo) prevent copy/pasting from the email body. You can work around this issue by clicking 'FORWARD email', and then copy/paste from this.

There's no need to actually send the FORWARDED email to anyone

NOTICE: This e-mail and any attachments to it may contain information that is PRIVILEGED and CONFIDENTIAL under State and Federal law and is intended only for the use of the specific individual(s) to

QuickStart Guide

whom it is addressed. This information may only be used or disclosed in accordance with law, and you may be subject to penalties under law for improper use or further disclosure of the information in this e-mail and its attachments. If you have received this e-mail in error, please immediately notify the person named above by reply e-mail, and then delete the one you received.

To recover the password Click on Email link .. following password recover window appears.

Enter username and recovery code from email and click on Submit info button.



FAQ

Please provide your UserName, and the recovery code from your email

Recover Password Information

Username

Recovery Code

Submit Info

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Enter New Password in next screen.



FAQ

Passwords are required to be a minimum of 9 characters in length.

Passwords require the use of at least one lower case alpha character, one upper case character, at least one numeric character (1,2,etc), at least 1 special character @#=\$%^&*()?_

The password must NOT contain 3 or more of the same consecutive characters (111, aAa, etc.)

The password must NOT contain 3 consecutive characters in common with the user name.

Enter New Password

Password

Confirm Password

Change Password

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FAQ

Passwords are required to be a minimum of 9 characters in length.
Password require the use of at least one lower case alpha character, one upper case character, at least one numeric character (1,2,etc), at least 1 special character @!#=\$%-^&()?_@!#=\$%-^&()?_
The password must NOT contain 3 or more of the same consecutive characters (111, aAa, etc.)
The password must NOT contain 3 consecutive characters in common with the user name.

Enter New Password

Password

Confirm Password

Change Password

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After Clicking on the Change Password button, the user is directed to the following page in QM portal application.



Home

User Admin

Search

Create IAD

OHR

FAQ

Log Out

The QMS Portal is intended for the use of providers reporting IADs to Contractor/TRBHAs. This system is administered by the AHCCCS Behavioral Health.



8. Remove Master Account Rights

Remove Master Account rights from TestProv_Ou@1 user.

The screenshot displays the AHCCCS User Admin interface. On the left is a blue navigation sidebar with links for Home, User Admin, Search, Create IAD, OHR, FAQ, and Log Out. The main content area is titled 'Account Selection' and includes a message: 'You can only administer accounts that have been created for your provider. Individual accounts can be promoted to master accounts. However, you cannot downgrade your own account from master to individual status.' Below this is a dropdown menu for 'Active Users' showing 'Prov_ou1_FN, Prov_ouLN (TestPr'. The 'User Details' section is divided into three panels: 'User Information' (with fields for User Name, First Name, Last Name, Phone, and Email), 'Account Information' (with fields for Create Date, Last Login, Last Locked, Is Approved, and Is Locked), and 'Organization Information' (with fields for Organization ID, Organization Name, NPI, and Organization Type). At the bottom of the User Details section, there are three buttons: 'Send Password Recover for User', 'Remove Master Account rights', and 'Remove User'. Below these buttons is a link to 'Click to view Provider Affiliations for user'. The 'User Authorization' section at the bottom shows a list of roles with checkboxes: Clinical Director, OHR, Preparer (which is checked), and 3rd Level Reviewer.

Click on Remove Master Account rights

Notice the following Changes:

1. Remove Master Account Rights is replaced with Master Account Rights.
2. A popup Window appears with message Changes were Successful.

Now the TestProv_Ou@1 Master Account rights are removed.

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Account Selection

You can only administer accounts that have been created for your provider. Individual accounts can be promoted to master accounts. However, you cannot downgrade your own account from master to individual status.

Active Users: Prov_ou1_FN, Prov_ouLN (TestPrn)

User Details

User Information	Account Information
<p>User Name TestProv_Ou@1</p> <p>First Name <input type="text" value="Prov_ou1_FN"/></p> <p>Last Name <input type="text" value="Prov_ouLN"/></p> <p>Phone <input type="text" value="999-999-9999"/></p> <p>Email <input type="text" value="testOU_SA@test.com"/></p> <p><small>(Every user account must have a unique email address. An email address cannot be shared between different accounts. If your organization cannot provide a unique email address for every account, please use a separate personal email address for each account.)</small></p> <p>Change User Information</p>	<p>Create Date 03/14/2018</p> <p>Last Login 03/19/2018 Last Locked 03/14/2018</p> <p>Is Approved <input checked="" type="checkbox"/> Is Locked <input type="checkbox"/></p> <p><small>(Check boxes are read only. Approving and locking accounts requires a different process.) Additional Help</small></p> <hr/> <p>Organization Information</p> <p>Organization ID 393484</p> <p>Organization Name SOUTHWEST NETWORK, INC</p> <p>NPI 1235393240</p> <p>Organization Type Provider</p> <p>Send Password Recover for User Set as Master Account</p> <p>Remove User</p> <p>Click to view Provider Affiliations for user</p> <hr/> <p>User Authorization</p> <p><input type="checkbox"/> Clinical Director</p> <p><input type="checkbox"/> OHR</p> <p><input checked="" type="checkbox"/> Preparer</p> <p><input type="checkbox"/> 3rd Level Reviewer</p>

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9. Remove User

To remove User click on Remove User button.
We selected TestProv_Ou@1 user to remove in this example.

The screenshot shows the AHCCCS User Administration interface. On the left is a blue navigation sidebar with links for Home, User Admin, Search, Create IAD, OHR, FAQ, and Log Out. The main content area is divided into sections: Account Selection, User Details, and User Authorization. The Account Selection section shows a dropdown menu with 'Prov_ou1_FN, Prov_ouLN (TestPr' selected. The User Details section is split into two panels: 'User Information' and 'Account Information'. The 'User Information' panel contains fields for User Name (TestProv_Ou@1), First Name (Prov_ou1_FN), Last Name (Prov_ouLN), Phone (999-999-9999), and Email (testOU_SA@test.com). A note below the email field states: '(Every user account must have a unique email address. An email address cannot be shared between different accounts. If your organization cannot provide a unique email address for every account, please use a separate personal email address for each account.)'. The 'Account Information' panel shows Create Date (03/14/2018), Last Login (03/19/2018), Last Locked (03/14/2018), Is Approved (checked), and Is Locked (unchecked). Below this is the 'Organization Information' panel with Organization ID (393484), Organization Name (SOUTHWEST NETWORK, INC), NPI (1235393240), and Organization Type (Provider). At the bottom of the User Details section, there are three buttons: 'Send Password Recover for User' (green), 'Set as Master Account' (green), and 'Remove User' (red). Below these buttons is a link: 'Click to view Provider Affiliations for user'. The 'User Authorization' panel at the bottom right has checkboxes for Clinical Director, OHR, Preparer (checked), and 3rd Level Reviewer.

Following popup window appears ... with Remove Account or Close options ...

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The screenshot displays the 'User Details' page for a provider account. A modal dialog box titled 'Remove Account?' is centered on the screen, featuring a red 'X' icon and two buttons: 'Remove Account' (green) and 'Close' (red). The background interface includes a blue sidebar with navigation options like 'Home', 'User Admin', and 'Search'. The main content area is divided into 'User Information' and 'Account Information' sections. The 'User Information' section shows fields for 'User Name', 'First Name', 'Last Name', 'Phone', and 'Email'. The 'Account Information' section includes 'Create Date', 'Last Locked', and 'Is Locked' status. Below these sections are buttons for 'Change User Information', 'Send Password Recover for User', 'Set as Master Account', and 'Remove User'. At the bottom, there is a 'User Authorization' section with checkboxes for 'Clinical Director', 'OHR', 'Preparer', and '3rd Level Reviewer'.

Click on Remove Account.

Notice that the User account TestProv_Ou@1 is disappeared from the screen..

QuickStart Guide



Account Selection

You can only administer accounts that have been created for your provider. Individual accounts can be promoted to master accounts. However, you cannot downgrade your own account from master to individual status.

Active Users

User Details

User Information

User Name: TestProv@1

First Name:

Last Name:

Phone:

Email:

(Every user account must have a unique email address. An email address cannot be shared between different accounts. If your organization cannot provide a unique email address for every account, please use a separate personal email address for each account.)

Account Information

Create Date: 03/13/2018

Last Login: 06/21/2018 Last Locked: 06/21/2018

Is Approved: Is Locked:

(Check boxes are read only. Approving and locking accounts requires a different process.) [Additional Help](#)

Organization Information

Organization ID: 393484

Organization Name: SOUTHWEST NETWORK, INC

NPI: 1235393240

Organization Type: Provider

Change Password

Current Password:

New Password:

Confirm Password:

User Authorization

- Clinical Director
- OHR
- Preparer
- 3rd Level Reviewer

Changes were Successful

10. Manage Removed/deleted Accounts:

The screenshot displays the 'User Details' page. On the left is a navigation menu with options: Home, User Admin, Search, Create IAD, OHR, FAQ, and Log Out. The main content area is divided into several sections:

- User Information:** Fields for First Name (TestProv_FN), Last Name (TestProv_LN), Phone (999-999-9999), and Email (laxma.veeravelly@azahcccs.gov). A green 'Change User Information' button is at the bottom.
- Change Password:** Fields for Current Password, New Password, and Confirm Password, with a green 'Change Password' button.
- Security Questions/Answers:** Fields for Security Question #1, Security Answer #1, and Security Question #2.
- Organization Information:** Organization ID (393484), Organization Name (SOUTHWEST NETWORK, INC), NPI (1235393240), and Organization Type (Provider).
- User Authorization:** A list of roles: Clinical Director, OHR, Preparer, and 3rd Level Reviewer, with an 'Update Authorization' button.
- Manage Removed/deleted Accounts:** A section with a dropdown menu 'Select a removed account' and a green 'Restore Account' button.

At the bottom of the page, contact information is provided: AHCCCS, 801 E. Jefferson St., Phoenix, AZ 85034, (602) 417-7000. ©Copyright 2017 AHCCCS, All Rights Reserved.

Restoring TestProv_Ou@1

Selected TestProv_Ou@1 to restore account.

QuickStart Guide

User Details

User Information

User Name: TestProv_Ou@1

First Name:

Last Name:

Phone:

Email:

(Every user account must have a unique email address. An email address cannot be shared between different accounts. If your organization cannot provide a unique email address for every account, please use a separate personal email address for each account.)

[Change User Information](#)

Account Information

Create Date: 03/14/2018

Last Login: 12/31/2048

Last Locked: 03/14/2018

Is Approved:

Is Locked:

(Check boxes are read only. Approving and locking accounts requires a different process.) [Additional Help](#)

Organization Information

Organization ID: 393484

Organization Name: SOUTHWEST NETWORK, INC

NPI: 1235393240

Organization Type: Provider

[Click to view Provider Affiliations for user](#)

User Authorization

Clinical Director

OHR

Preparer

3rd Level Reviewer

Manage Removed/deleted Accounts

Select an account to view account data, and optionally restore account to active state

[Restore Account](#)

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Click on restore Account button.

QuickStart Guide

User Details

User Information

User Name: TestProv_Ou@1

First Name: Prov_ou1_FN

Last Name: Prov_ouLN

Phone: 999-999-9999

Email: testOU_SA@test.com

(Every user account must have a unique email address. An email address cannot be shared between different accounts. If your organization cannot provide a unique email address for every account, please use a separate personal email address for each account.)

Change User Information

Account Information

Create Date: 03/14/2018

Last Login: 06/21/2018

Last Locked: 03/14/2018

Is Approved:

Is Locked:

(Check boxes are read only. Approving and locking accounts requires a different process.) [Additional Help](#)

Organization Information

Organization ID: 393484

Organization Name: SOUTHWEST NETWORK, INC

NPI: 1235393240

Organization Type: Provider

Send Password Recover for User

Set as Master Account

Remove User

Click to view Provider Affiliations for user

User Authorization

Clinical Director

OHR

Preparer

3rd Level Reviewer

Update Authorization

Manage Removed/deleted Accounts

Select an account to to active state

Changes were Successful

ably restore account

No accounts have been removed for this organization

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Notice following changes.

- The Manage Removed/deleted Accounts is not showing any accounts and a “No accounts have been removed for this Organization” message is displayed.
- Changes were Successful message is displayed.