

QuickStart Guide

Registration & Account Management

Registration & Account Management For DDD and CMDP

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

External Agency (DES and DCS) Users can navigate to <https://qmportal.azahcccs.gov/> to Sign In

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1. Create External Agency Master Account

The first account created for the Organization is the Master account.

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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To proceed with the registration, user needs to accept the agreement shown on the next screen and click on the “Next” button to navigate to the next step

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FAQ

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

Next

Select Business Type “External Agency” and choose your Agency from the drop down. We choose DES-DDD in this example

Click on the “Next” button to navigate to the next step

The screenshot shows a web browser window with two tabs: "QM Portal Admin" and "Register". The address bar shows a secure connection to <https://qmportal2008dev.azahcccs.gov/Account/Register.aspx>. The page header includes the AHCCCS logo and a group photo. The main content area is titled "Enter Organization Information" and contains the following fields:

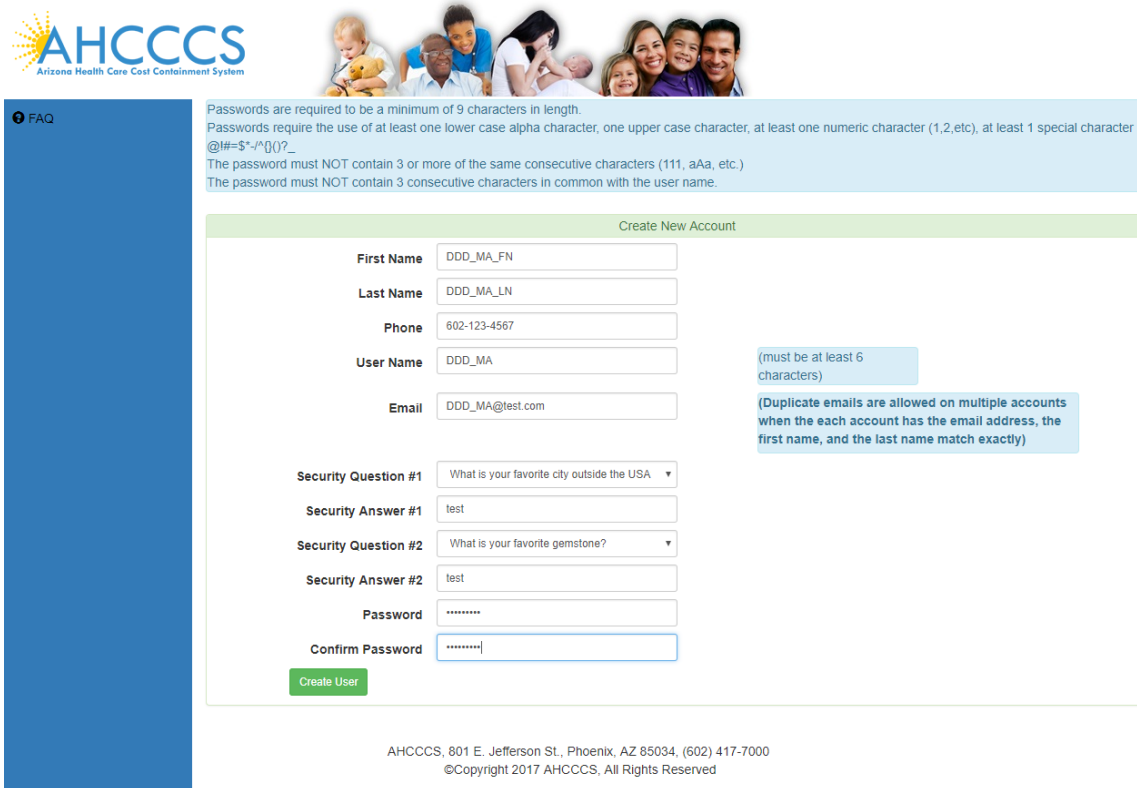
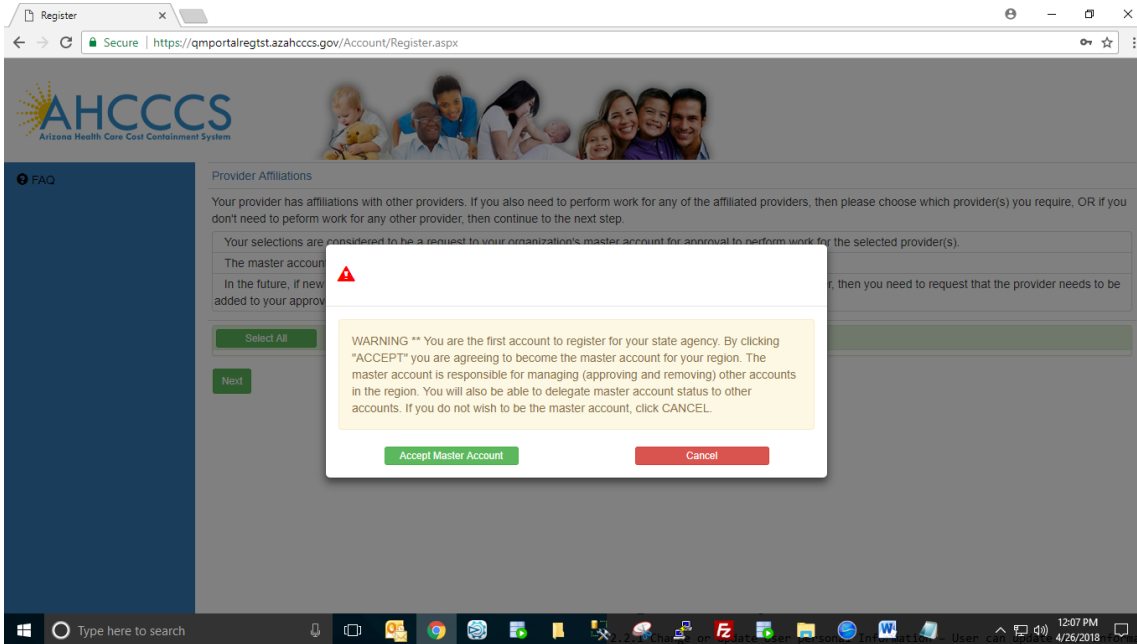
- Select Your Business Type:** Radio buttons for Provider, HealthPlan, TRBHA, HRC, and ExternalAgency. "ExternalAgency" is selected.
- Enter Captcha Code:** A text box containing "BHC8DY" next to a large, colorful captcha image.
- Choose Your Agency:** A dropdown menu with "DES-DDD" selected.

Below the form, a message states: "After the registration process, an email will be sent to your agency's master account holder(s) to inform them that your account needs to be activated for use." A green "Next" button is located at the bottom left of the form area. The Windows taskbar at the bottom shows the time as 3:41 PM on 3/23/2018.

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Click on the “Accept Master Account” tab to navigate to the next step.



Enter new user information and click on the “Create user” button.

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The account successfully created message is now displayed. User need to call ISD customer support to get the activation code and active his/her Master Account.



FAQ

Your account has been successfully created. Since this is the first account for the state agency, please contact AHCCCS customer support to assist with having it activated.

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To activate Master account, login with user name and password and click **Sign in** Button.



Home

FAQ

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 or contact ISDCustomerSupport@azahcccs.gov.

External User Log In

User Name

Password

Sign in

Forgot your Password? [Click Here](#)

Create new account? [Click Here](#)

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.

AHCCCS User Log In

If you are an AHCCCS employee

AND you are currently logged onto the AHCCCS network

AND you are accessing this application from a browser on your workstation

Then click the button below to use this application with your network login credentials

AHCCCS Sign In

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

Enter Activation code and click on the “OK” button to navigate to the next step

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The screenshot shows the AHCCCS QM Portal login interface. On the left is a navigation menu with 'FAQ'. The main content area has two login sections: 'External User Log In' and 'AHCCCS User Log In'. The 'External User Log In' section has input fields for 'User Name' (containing 'DDD_MA') and 'Password' (containing 'Enter password'), and a 'Sign In' button. Below these are links for 'Forgot your Password? Click Here' and 'Create new account? Click Here'. The 'AHCCCS User Log In' section contains instructions for employees and a 'Sign In' button. A modal dialog titled 'Enter Activation Code' is overlaid on the page, containing the text: 'An activation code must be entered before this user will be allowed to login. The activation code is received in the mail.' and an input field with 'syhcsCdf' and an 'OK' button.

Click on the User Admin link

The screenshot shows the 'User Admin' page in the AHCCCS system. The left navigation menu includes 'Home', 'User Admin', 'Search', 'FAQ', and 'Log Out'. The main content area is titled 'Account Selection' and contains 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 labeled 'Active Users' with the text 'Select a user to administer'. The 'User Details' section is divided into two panels: 'User Information' and 'Account Information'.
 The 'User Information' panel shows:
 - User Name: DDD_MA
 - First Name: DDD_MA_FN
 - Last Name: DDD_MA_LN
 - Phone: 602-123-4567
 - Email: DDD_MA@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 'Change User Information' button is at the bottom.
 The 'Account Information' panel shows:
 - Create Date: 06/14/2018
 - Last Login: 06/14/2018
 - Last Locked: 06/14/2018
 - Is Approved:
 - Is Locked:
 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: DES
 - Organization Name: DES-DDD
 - NPI:
 - Organization Type: ExternalAgency
 A button below says 'Click to view Master Accounts in your Organization'.
 The 'User Authorization' panel shows a 'Viewer' role selected and an 'Update Authorization' button.
 The 'Manage Removed/deleted Accounts' panel contains the text: 'Select an account to view account data, and optionally restore account to active state'.

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Current Password

New Password

Confirm Password

No accounts have been removed for this organization

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Click on Search screen to continue.



QM Portal> [Home](#) [User Admin](#) [Search](#) [FAQ](#) [Log Out](#)

Incident Report Search

Please Enter Search Criteria

Last Name	<input type="text" value="Last Name"/>	First Name	<input type="text" value="First Name"/>	Date of Birth	<input type="text" value="D.O.B"/>
Case No.	<input type="text" value="Case No."/>	Member ID	<input type="text" value="Member ID"/>	Incident Date	<input type="text" value="Incident date"/>
Provider	<input type="text" value="Provider"/>	Submitted(From)	<input type="text" value="Submitted(From)"/>	Submitted(To)	<input type="text" value="Submitted(To)"/>
Status Value	<input type="text" value="Select All"/>	Category	<input type="text" value="Select All"/>	Eligibility	<input type="text" value="Select All"/>
Allegation	<input type="text" value="Select All"/>	TRBHA/Contractor	<input type="text" value="-- Select All --"/>	DDD	<input type="text" value="Yes"/>
CMDP	<input type="text" value="Select All"/>				

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2. Create External Agency Sub Account

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

AHCCCS
Arizona Health Care Cost Containment System

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

[Next](#)

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To proceed with the registration, user needs to accept the User Acceptance Agreement shown on the next screen and click on the “Next” button to navigate to the next step

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The screenshot shows a registration form with the following elements:

- FAQ** link on a blue sidebar.
- Form title: **Enter Organization Information**
- Select Your Business Type**: Radio buttons for Provider, HealthPlan, TRBHA, HRC, and ExternalAgency.
- Enter Captcha Code**: A text input field containing "JB5DP" and a corresponding captcha image showing "JB5DP" in green scribbles.
- Choose Your Agency**: A dropdown menu with "DES-DDD" selected.
- Informational text: "After the registration process, an email will be sent to your agency's master account holder(s) to inform them that your account needs to be activated for use."
- Next** button.
- Footer: "AHCCCS, 801 E. Jefferson St., Phoenix, AZ 85034, (602) 417-7000 ©Copyright 2017 AHCCCS, All Rights Reserved"

Click on the “ExternalAgency” Radio button from **Select your Business Type**, Enter Captcha code and Choose your Region.

Click on the “Next” button to navigate to the next step

Enter New user information and Click on the “Create User” button, a confirmation message is displayed on the Next page.

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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.

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](#)

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FAQ

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: DDD_MA_FN DDD_MA_LN
Email: DDD_MA@test.com
Phone: 602-123-4567

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Sub account is created and it's waiting to be activated by the Master Account.

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3. Approve Sub Account:

Login as Master Account and click on User Admin link



- Home
- User Admin
- Search
- 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 **Pending Approvals**

User Details

<h4>User Information</h4> <p>User Name DDD_MA</p> <p>First Name <input type="text" value="DDD_MA_FN"/></p> <p>Last Name <input type="text" value="DDD_MA_LN"/></p> <p>Phone <input type="text" value="602-123-4567"/></p> <p>Email <input type="text" value="DDD_MA@test.com"/></p> <p>(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.)</p> <p>Change User Information</p>	<h4>Account Information</h4> <p>Create Date 06/14/2018</p> <p>Last Login 06/14/2018 Last Locked 06/14/2018</p> <p>Is Approved <input checked="" type="checkbox"/> Is Locked <input type="checkbox"/></p> <p>(Check boxes are read only. Approving and locking accounts requires a different process.) Additional Help</p>
<h4>Change Password</h4> <p>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 @!#=\$%^&*{}()?_</p> <p>The password must NOT contain 3 or more of the same consecutive characters (111, aAa, etc.)</p> <p>The password must NOT contain 3 consecutive characters in common with the user name.</p>	<h4>Organization Information</h4> <p>Organization ID DES</p> <p>Organization Name DES-DDD</p> <p>NPI</p> <p>Organization Type ExternalAgency</p> <p>Click to view Master Accounts in your Organization</p>
	<h4>User Authorization</h4> <p><input checked="" type="checkbox"/> Viewer</p> <p>Update Authorization</p>
	<h4>Manage Removed/deleted Accounts</h4> <p>Select an account to view account data, and optionally restore account to active state:</p>

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- Home
- User Admin
- Search
- 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 **Pending Approvals**

DDD_MA_SA1_FN, DDD_MA_SA1_LN (DDD_SA1)

User Details

User Information		Account Information	
User Name	DDD_SA1	Create Date	06/14/2018
First Name	<input type="text" value="DDD_MA_SA1_FN"/>	Last Login	06/14/2018
Last Name	<input type="text" value="DDD_MA_SA1_LN"/>	Last Locked	06/14/2018
Phone	<input type="text" value="602-123-4567"/>	Is Approved	<input type="checkbox"/>
Email	<input type="text" value="DDD_SA@test.com"/>	Is Locked	<input type="checkbox"/>
<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>		<small>(Check boxes are read only. Approving and locking accounts requires a different process.) Additional Help</small>	

Organization Information	
Organization ID	DES
Organization Name	DES-DDD
NPI	
Organization Type	ExternalAgency

Select the user (DDD_SA1) to approve from “Pending Approvals” drop down and click on the “Approve User” button to navigate to the next step

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- Home
- User Admin
- Search
- 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:

Pending Approvals:

User Details

User Information

User Name: DDD_SA1

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: 06/14/2018

Last Login: 06/14/2018 Last Locked: 06/14/2018

Is Approved: Is Locked:

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

Organization Information

Organization ID: DES

Organization Name: DES-DDD

NPI:

Organization Type: ExternalAgency

User Authorization

Viewer

user is approved and the Approve User button disappears.

- Home
- User Admin
- Search
- 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:

Pending Approvals:

User Details

User Information

User Name: DDD_SA1

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: 06/14/2018

Last Login: 06/14/2018 Last Locked: 06/14/2018

Is Approved: Is Locked:

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

Organization Information

Organization ID: DES

Organization Name: DES-DDD

NPI:

Organization Type: ExternalAgency

User Authorization

Viewer

QuickStart Guide

4. View Existing Account Information

Master Account information User Admin link:



- Home
- User Admin
- Search
- 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: DDD_MA_FN, DDD_MA_LN (DDD) Pending Approvals: Select a user to Approve

User Details

User Information

User Name: DDD_MA

First Name: DDD_MA_FN

Last Name: DDD_MA_LN

Phone: 602-123-4567

Email: ddd_ma@test.com

(Every user account requires 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.)

User's email, required

Change User Information

Account Information

Create Date: 06/14/2018

Last Login: 07/18/2018 Last Locked: 07/18/2018

Is Approved: Is Locked:

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

Organization Information

Organization ID: DES

Organization Name: DES-DDD

NPI

Organization Type: ExternalAgency

Click to view Master Accounts in your Organization

Change Password

Current Password: Current password

New Password: New password

Confirm Password: Confirm new password

User Authorization

Viewer

Update Authorization

Manage Removed/deleted Accounts

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

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Master account can update the User First Name, Last Name, Phone and Email fields and click on change User information button



- Home
- User Admin
- Search
- 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 **Pending Approvals**

User Details

User Information

User Name DDD 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.)

[Change User Information](#)

Account Information

Create Date 06/14/2018

Last Login 07/18/2018 **Last Locked** 07/18/2018

Is Approved **Is Locked**

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

Organization Information

Organization ID DES

Organization Name DES-DDD

NPI

Organization Type ExternalAgency

[Click to view Master Accounts in your Organization](#)

User Authorization

Viewer

[Update Authorization](#)

Manage Removed/deleted Accounts

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

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Sub account user info using user admin link:



User Details

User Information

User Name: ddd_sa3

First Name: DDD_SA2_FN

Last Name: DDD_SA2_ User's first name, required.

Phone: 601-123-4567

Email: SA2@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: 07/18/2018

Last Login: 07/18/2018 Last Locked: 07/18/2018

Is Approved: Is Locked:

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

Organization Information

Organization ID: DES

Organization Name: DES-DDD

NPI:

Organization Type: ExternalAgency

[Click to view Master Accounts in your Organization](#)

Change Password

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.

Current Password:

New Password:

Confirm Password:

User Authorization

Viewer

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Here sub account can update the User First Name, Last Name, Phone and Email fields and click on change User information button.



Home

User Admin

Search

FAQ

Log Out

User Details

User Information

User Name ddd Changes were Successful

First Name DDD_SA3_FN

Last Name DDD_SA3_LN

Phone 601-123-4599

Email SA2_new@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](#)

Change Password

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.

Current Password Current password

New Password New password

Confirm Password Confirm new password

Account Information

Create Date 07/18/2018

Last Login 07/18/2018 **Last Locked** 07/18/2018

Is Approved **Is Locked**

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

Organization Information

Organization ID DES

Organization Name DES-DDD

NPI

Organization Type ExternalAgency

Click to view Master Accounts in your Organization

User Authorization

Viewer

QuickStart Guide

5. Change User Email Address

Master account can select any user from Active users drop down and change the user email address
We are updating DDD_SA3 user email from SA2_new@Test.com to SA3_updt@test.com



- Home
- User Admin
- Search
- 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: Pending Approvals:

User Details

User Information	Account Information
<p>User Name DDD_SA3</p> <p>First Name <input type="text" value="DDD_SA3_FN"/></p> <p>Last Name <input type="text" value="DDD_SA3_LN"/></p> <p>Phone <input type="text" value="601-123-4599"/></p> <p>Email <input type="text" value="SA2_new@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 07/18/2018</p> <p>Last Login 07/18/2018 Last Locked 07/18/2018</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 DES</p> <p>Organization Name DES-DDD</p> <p>NPI</p> <p>Organization Type ExternalAgency</p> <p>Send Password Recover for User Set as Master Account</p> <p>Remove User</p>

User Authorization

Viewer

[Update Authorization](#)

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- Home
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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: DDD_SA3_FN, DDD_SA3_LN (DC) | Pending Approvals: Select a user to Approve

User Details

User Information

Changes were Successful

User Name: DDD

First Name: DDD_SA3_FN

Last Name: DDD_SA3_LN

Phone: 601-123-4599

Email: SA3_updt@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: 07/18/2018 | Last Login: 07/18/2018 | Last Locked: 07/18/2018

Is Approved: | Is Locked:

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

Organization Information

Organization ID: DES

Organization Name: DES-DDD

NPI:

Organization Type: ExternalAgency

Send Password Recover for User | Set as Master Account

Remove User

User Authorization

Viewer

Update Authorization

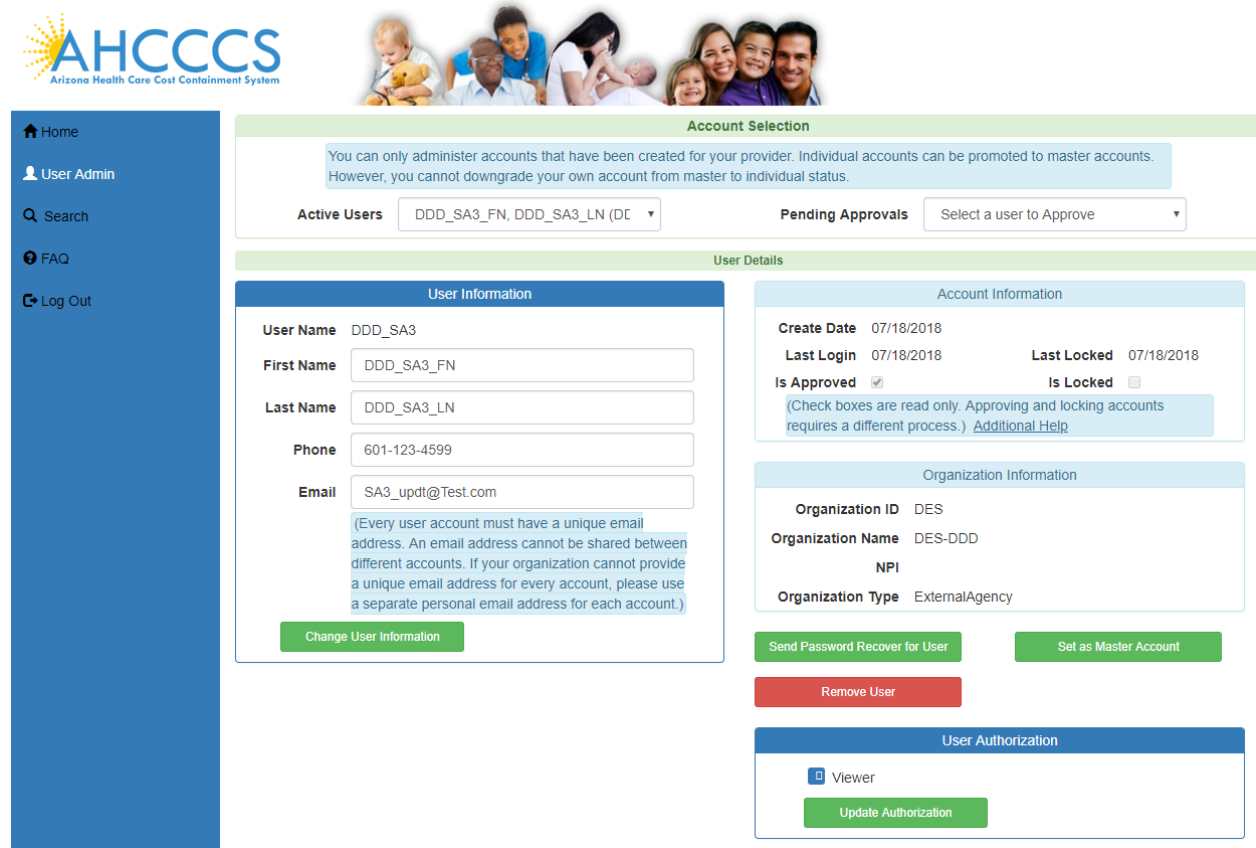
User email id is updated to SA3_updt@test.com

QuickStart Guide

6. Send Password Recovery Email

Login as Master Account

Sending password recovery email is accomplished by clicking on Send Password Recover for User button



The screenshot displays the AHCCCS User Admin interface. On the left is a blue navigation sidebar with links for Home, User Admin, Search, FAQ, and Log Out. The main content area is titled "Account Selection" and includes a notice: "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, there are dropdown menus for "Active Users" (showing DDD_SA3_FN, DDD_SA3_LN) and "Pending Approvals" (showing "Select a user to Approve").

The "User Details" section is divided into three panels:

- User Information:** Fields for User Name (DDD_SA3), First Name (DDD_SA3_FN), Last Name (DDD_SA3_LN), Phone (601-123-4599), and Email (SA3_updt@Test.com). A note 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 "Change User Information" button is at the bottom.
- Account Information:** Fields for Create Date (07/18/2018), Last Login (07/18/2018), Last Locked (07/18/2018), Is Approved (checked), and Is Locked (unchecked). 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:** Fields for Organization ID (DES), Organization Name (DES-DDD NPI), and Organization Type (ExternalAgency). A "Remove User" button is located below this panel.

The "User Authorization" panel at the bottom shows a "Viewer" role selected with a checkbox and an "Update Authorization" button.

QuickStart Guide

Registration & Account Management

Registration & Account Management For DDD and CMDP

User receives the following email

Subject: QM portal - Password Recovery

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

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

<https://qmportal2008dev.azahcccs.gov:443//Account/IssueNewPassword.aspx?id=nqO06XSwnoxsoaTM2HHtkC6NI9ybktmekboQyiBKHe0%3d>

Your recovery code is: RA5M3aCYfh (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

Clicking on Password reset link will display the following page.
Enter Username and the recovery code click on Submit Info button



Arizona Health Care Cost Containment System

FAQ

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

Recover Password Information

Username

Recovery Code

AHCCCS, 801 E. Jefferson St., Phoenix, AZ 85034, (602) 417-7000
©Copyright 2017 AHCCCS, All Rights Reserved

Enter new password in Password and confirm password fields and click on change password button.

QuickStart Guide

Registration & Account Management

Registration & Account Management For DDD and CMDP



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

AHCCCS, 801 E. Jefferson St., Phoenix, AZ 85034, [\(602\) 417-7000](tel:6024177000)
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User is now logged in to QM portal application.



Home

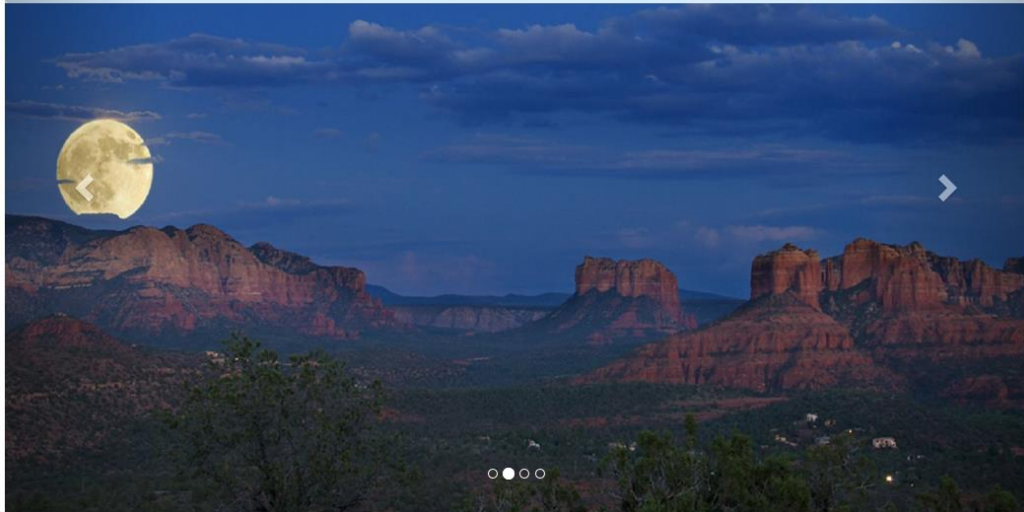
User Admin

Search

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.



AHCCCS, 801 E. Jefferson St., Phoenix, AZ 85034, [\(602\) 417-7000](tel:6024177000)
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QuickStart Guide


Registration & Account Management

Registration & Account Management For DDD and CMDP

7. Setting User Authorizations

To grant or revoke roles / access rights for users.

Login as Master account




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 or contact ISDCustomerSupport@azahcccs.gov.

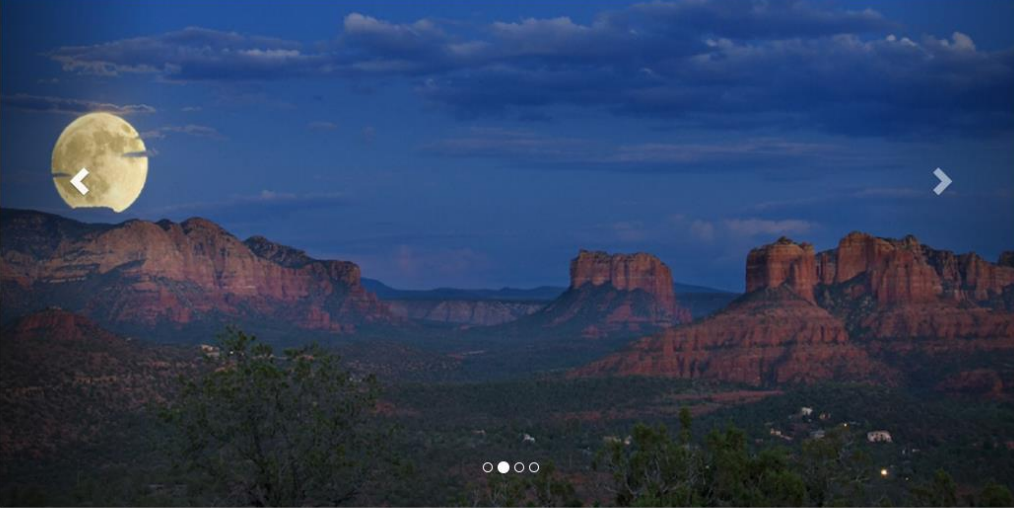
External User Log In	AHCCCS User Log In
<p>User Name <input type="text" value="DDD_MA"/></p> <p>Password <input type="password" value="*****"/></p> <p>Sign In</p> <p>Forgot your Password? Click Here</p> <p>Create new account? Click Here</p> <p>Passwords are case-sensitive. After 3 failed attempts, within 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>AHCCCS Sign In</p>

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

Click on User Admin link:



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



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QuickStart Guide

Registration & Account Management

Registration & Account Management For DDD and CMDP

In the User Authorization section, check box next to the role is used to grant or revoke that role to the user.

The screenshot shows a web interface with two main sections: "User Details" and "User Authorization".

User Details: This section has a light green header. It contains a text box with a placeholder message: "a unique email address for every account, please use a separate personal email address for each account.)". Below this is a green button labeled "Change User Information".

Change Password: This section has a blue header. It contains a text box with password requirements: "are required to be a minimum of 9 characters in length. require the use of at least one lower case alpha character, one character, at least one numeric character (1,2,etc), at least 1 character @!#=\$%-'^{}()?!_ rd must NOT contain 3 or more of the same consecutive 111, aAa, etc.) rd must NOT contain 3 consecutive characters in common with".

User Authorization: This section has a blue header. It contains a dropdown menu showing "Organization Type" with the value "ExternalAgency". Below this is a light blue button with a downward arrow and the text "Click to view Master Accounts in your Organization".

User Roles: Below the "User Authorization" section, there are three roles listed with checkboxes: "Viewer" (checked), "IAD Reviewer" (unchecked), and "SAR Reviewer" (checked). Below these roles is a green button labeled "Update Authorization".

Click on the Update Authorization button to confirm your selection of user roles.

QuickStart Guide


Registration & Account Management

Registration & Account Management For DDD and CMDP

8. Set and Remove Master Account Rights

To set Master Account rights

Login as Master account




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 or contact ISDCustomerSupport@azahcccs.gov.

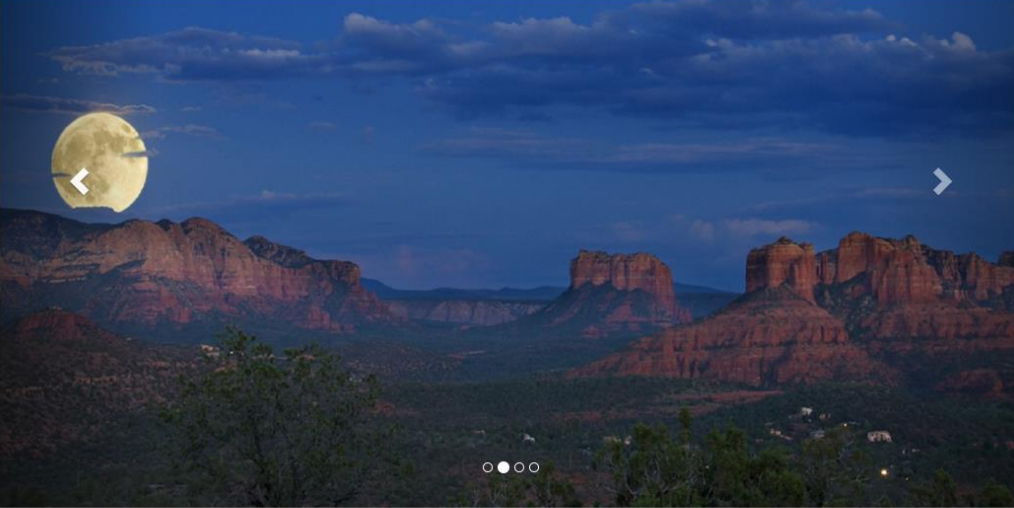
External User Log In	AHCCCS User Log In
<p>User Name <input type="text" value="DDD_MA"/></p> <p>Password <input type="password" value="....."/></p> <p>Sign In</p> <p>Forgot your Password? Click Here</p> <p>Create new account? Click Here</p> <p>Passwords are case-sensitive. After 3 failed attempts, within 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>AHCCCS Sign In</p>

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

Click on User Admin link:



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



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QuickStart Guide

Registration & Account Management

Registration & Account Management For DDD and CMDP

Click on Set as Master Account



- Home
- User Admin
- Search
- 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 **Pending Approvals**

User Details

User Information	Account Information
<p>User Name DDD_SA1</p> <p>First Name <input type="text" value="DDD_MA_SA1_FN"/></p> <p>Last Name <input type="text" value="DDD_MA_SA1_LN"/></p> <p>Phone <input type="text" value="602-123-4567"/></p> <p>Email <input type="text" value="DDD_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 11/07/2018</p> <p>Last Login 11/07/2018 Last Locked 11/07/2018</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.)</small></p> <hr/> <p>Organization Information</p> <p>Organization ID DES</p> <p>Organization Name DES-DDD</p> <p>NPI</p> <p>Organization Type ExternalAgency</p> <p>Send Password Recover for User Set as Master Account</p> <p>Remove User</p>

User Authorization

Viewer

[Update Authorization](#)

QuickStart Guide

Registration & Account Management

Registration & Account Management For DDD and CMDP

To remove the Master Account rights, click on Remove Master Account rights tab.



- Home
- User Admin
- Search
- 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 **Pending Approvals**

User Details

User Information	Account Information
<p>User Name DDD_SA1</p> <p>First Name <input type="text" value="DDD_MA_SA1_FN"/></p> <p>Last Name <input type="text" value="DDD_MA_SA1_LN"/></p> <p>Phone <input type="text" value="602-123-4567"/></p> <p>Email <input type="text" value="DDD_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 11/07/2018</p> <p>Last Login 11/07/2018 Last Locked 11/07/2018</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.)</small></p> <hr/> <p>Organization Information</p> <p>Organization ID DES</p> <p>Organization Name DES-DDD</p> <p>NPI</p> <p>Organization Type ExternalAgency</p> <p>Send Password Recover for User Remove Master Account rights</p> <p>Remove User</p> <hr/> <p>User Authorization</p> <p><input checked="" type="checkbox"/> Viewer</p> <p>Update Authorization</p>

QuickStart Guide

9. Remove User

To remove User, login as master account and click on User Admin Link

Select the user to remove from Active users drop down and Click on Remove User



The screenshot displays the 'User Admin' interface. On the left is a navigation menu with 'Home', 'User Admin', 'Search', 'FAQ', and 'Log Out'. The main content area is titled 'Account Selection' and contains 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 are two dropdown menus: 'Active Users' (set to 'Select a user to administer') and 'Pending Approvals' (set to 'DDD_MA_SA1_FN, DDD_MA_SA').

The 'User Details' section is divided into three panels:

- User Information:** Fields for User Name (DDD_SA1), First Name (DDD_MA_SA1_FN), Last Name (DDD_MA_SA1_LN), Phone (602-123-4567), and Email (DDD_SA@test.com). A note 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 'Change User Information' button is at the bottom.
- Account Information:** Fields for Create Date (11/07/2018), Last Login (11/07/2018), Last Locked (11/07/2018), Is Approved (checked), and Is Locked (unchecked). A note says: '(Check boxes are read only. Approving and locking accounts requires a different process.)' Buttons for 'Send Password Recover for User' and 'Remove Master Account rights' are present.
- Organization Information:** Fields for Organization ID (DES), Organization Name (DES-DDD), NPI, and Organization Type (ExternalAgency). A 'Remove User' button is located below this panel.

The 'User Authorization' panel shows the user is a 'Viewer' with an 'Update Authorization' button. A 'Changes were Successful' notification is displayed at the top of the User Details section.

QuickStart Guide

Registration & Account Management

Registration & Account Management For DDD and CMDP



- Home
- User Admin
- Search
- 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: Select a user to administer
Pending Approvals: DDD_MA_SA1_FN, DDD_MA_SA

User Details

User Information

User Name: DDD_SA1
First Name:
Last Name:
Phone:
Email:

Account Information

Create Date: 11/07/2018
Last Locked: 11/07/2018
Is Locked:

Organization Information

NPI:
Organization Type: ExternalAgency

Send Password Recover for User
Remove Master Account rights
Remove User

User Authorization

Viewer
Update Authorization

Remove Account ?

Remove Account Close

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

User is removed.

QuickStart Guide

Registration & Account Management For DDD and CMDP



- Home
- User Admin
- Search
- 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	Account Information
<p>User Name DDD_MA</p> <p>First Name <input type="text" value="DDD_MA_FN_n"/></p> <p>Last Name <input type="text" value="DDD_MA_L_n"/> <small>User's first name, required.</small></p> <p>Phone <input type="text" value="602-123-4590"/></p> <p>Email <input type="text" value="laxma.veeravelly@azahcccs.gov"/></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 11/07/2018</p> <p>Last Login 01/31/2019 Last Locked 12/18/2018</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.)</small></p>
<h3>Organization Information</h3> <p>Organization ID DES</p> <p>Organization Name DES-DDD</p> <p>NPI</p> <p>Organization Type ExternalAgency</p>	
<p>Click to view Master Accounts in your Organization</p>	
<h3>Change Password</h3> <p>Current Password <input type="text" value="Current password"/></p> <p>New Password <input type="text" value="New password"/></p> <p>Confirm Password <input type="text" value="Confirm new password"/></p>	
<h3>User Authorization</h3> <p><input checked="" type="checkbox"/> Viewer</p> <p>Update Authorization</p>	
<h3>Manage Removed/deleted Accounts</h3> <p>Select an account to view account data, and optionally restore account</p>	

Changes were Successful

QuickStart Guide

10. Restore removed User:

Login as Master Account

Click on User Admin link

Select the removed account to be restored from drop down

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

- Account Selection:** A light green header with a blue informational box stating: "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 labeled "Active Users" with the text "Select a user to administer".
- User Information:** A blue header section containing input fields for User Name (DDD_SA2), First Name (DDD_MA_SA2_FN), Last Name (DDD_MA_SA2_LN), Phone (602-123-4567), and Email (DDD_SA2@test.com). A green "Change User Information" button is at the bottom. 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.)"
- Account Information:** A light blue header section with fields for Create Date (07/18/2018), Last Login (12/31/2048), and Last Locked (07/18/2018). It also includes checkboxes for "Is Approved" and "Is Locked", with a note: "(Check boxes are read only. Approving and locking accounts requires a different process.)"
- Organization Information:** A light blue header section with fields for Organization ID (DES), Organization Name (DES-DDD), NPI, and Organization Type (ExternalAgency).
- User Authorization:** A blue header section with a checkbox for "Viewer".
- Manage Removed/deleted Accounts:** A blue header section with a light blue informational box: "Select an account to view account data, and optionally restore account to active state". Below this is a dropdown menu showing "DDD_MA_SA2_FN, DDD_MA_SA2_LN" and a green "Restore Account" button.

Click on Restore Account button.

QuickStart Guide

Registration & Account Management

Registration & Account Management For DDD and CMDP

- Home
- User Admin
- Search
- 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 DDD_MA_SA2_FN, DDD_MA_SA

User Details

User Information

User Name DDD_SA2

First Name DDD_MA_SA2_FN

Last Name DDD_MA_S User's first name, required.

Phone 602-123-4567

Email DDD_SA2@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 07/18/2018

Last Login 01/31/2019 Last Locked 07/18/2018

Is Approved Is Locked

(Check boxes are read only. Approving and locking accounts requires a different process.)

Organization Information

Organization ID DES

Organization Name DES-DDD

NPI

Organization Type ExternalAgency

Send Password Recover for User

Set as Master Account

Remove User

User Authorization

Viewer

Update Authorization

Manage Removed/deleted Accounts

Select an account to Changes were Successful fully restore account



- Home
- User Admin
- Search
- 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 Select a user to administer

Pending Approvals DDD_MA_SA1_FN, DDD_MA_SA

User Details

User Information

User Name DDD_SA1

First Name DDD_MA_SA1_FN

Last Name DDD_MA_S User's first name, required.

Phone 602-123-4567

Email DDD_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 11/07/2018

Last Login 11/07/2018 Last Locked 11/07/2018

Is Approved Is Locked

(Check boxes are read only. Approving and locking accounts requires a different process.)

Organization Information

Organization ID DES

Organization Name DES-DDD

NPI

Organization Type ExternalAgency

Send Password Recover for User

Set as Master Account

Remove User

Approve User

User Authorization

Viewer