

# EHR FAQ

## **EHR ProviderOne User Access Request Form Tips for completing and submitting the form:**

- In the Business Name field, include the name of the individual provider's name you are attesting for
- In the NPI field, include the individual NPI number of the provider
- The System Administrator email must match what is on file with CMS as the email contact
- If you are attesting for more than one provider, you will need to submit a form for each provider, each form in a separate email or fax.

## **Reasons forms are returned**

- Email address on form does not match CMS email contact.
  - The email address on the EHR ProviderOne User Request Form must be what is on file for the Centers for Medicare & Medicaid Services (CMS) for the provider. It takes 24 hours for the email to be updated in our system.
- NPI number does not match the provider.
- The provider is not approved for EHR
- The provider is not an approved Apple Health provider

## **Do I need to send in a form for each provider?**

Yes, due to our auditing and security verification, each provider you are attesting for will need a separate form.

## **Can I email or fax all the forms together?**

We understand this would be easier, however your email or fax creates a single ticket in our system. If there are any issues setting up your user account for any of the providers, it can cause confusion when trying to confirm any information. If there are a lot of forms in a single ticket, we may instruct you to resubmit them individually.

## **I do not have the ProviderOne ID for the provider.**

As long as the NPI number is on the form, the ProviderOne ID is not needed.

## **I'm not sure if I am an EHR Administrator for a provider. How can I tell?**

Contact ProviderOne Security. If you have a large list of providers you need to check on, please email ProviderOne Security with your request and attach an Excel spreadsheet of the providers and their NPI number.

## **CMS approved my account but I have not received my logon credentials.**

When you get approval from CMS, that does not mean your ProviderOne user account is automatically set up. If a provider has attested in the past, there may be an EHR Administrator on file already. An EHR ProviderOne User Request Form must be submitted. The user account for the person that attested before will be expired and a new one created for you.

Do not wait until the deadline to initially sign into ProviderOne to attest for a provider. Give plenty of time to register with CMS and make sure you are able to sign into ProviderOne.

## **I've updated the email address, but ProviderOne Security keeps telling me it is not updated, what now?**

## **EHR FAQ**

You need to update the contact email address with CMS and it can take up to 24 hours before ProviderOne Security can see the update. ProviderOne Security can only provide access to users to the email address on file with CMS.