Arizona Health Care Cost Containment System

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".

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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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

Enter Organization Information

Select Your Business Type   ○ Provider   ○ HealthPlan   ○ TRBHA   ○ HRC   ● ExternalAgency

Enter Captcha Code   [BHC8DY]   BHC8DY

Choose Your Agency   [DES-DDD ▼]

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]

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Click on the "Accept Master Account" tab to navigate to the next step.
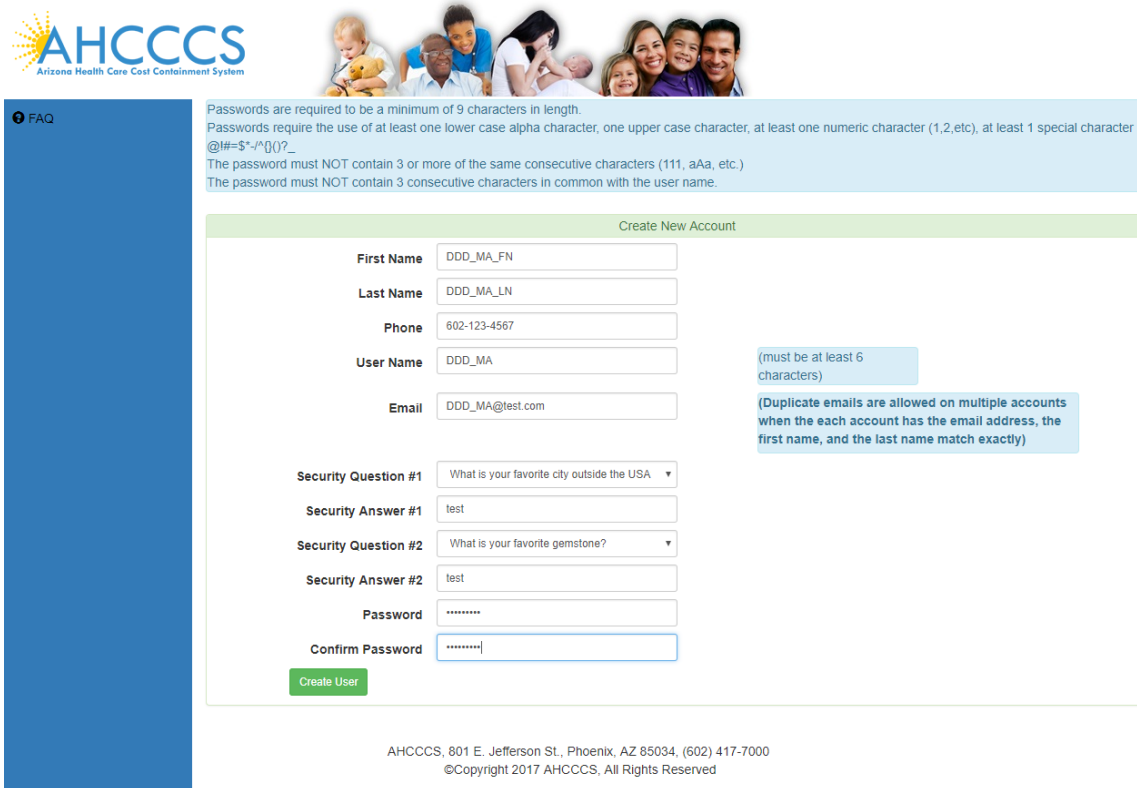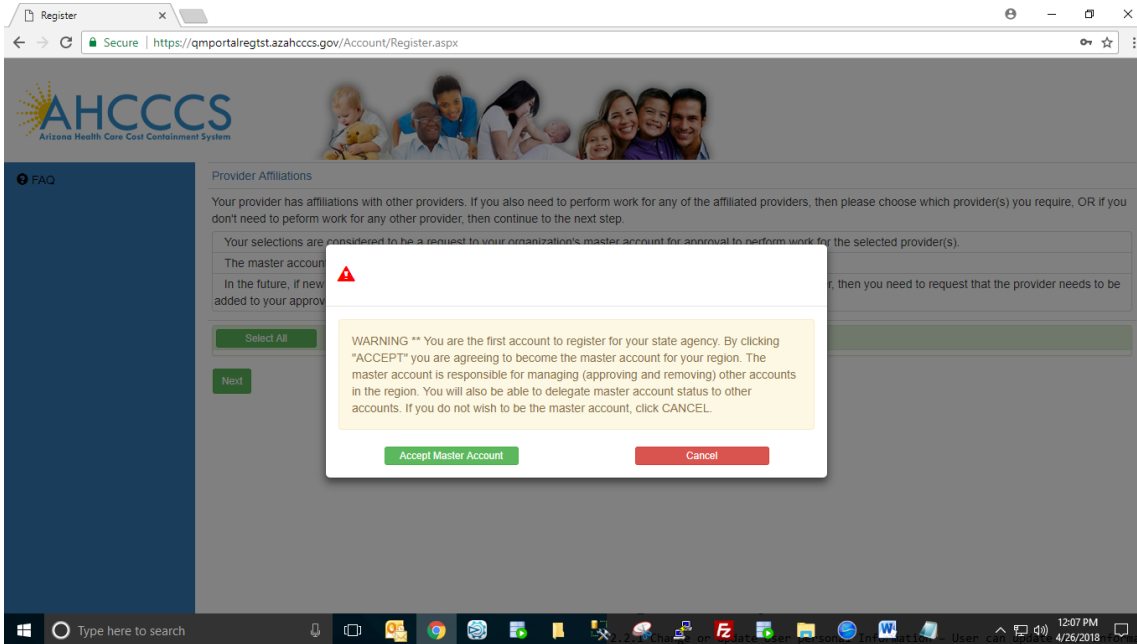
Enter new user information and click on the "Create user" button.

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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.

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

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

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Click on the User Admin link

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| Current Password | Current password |
| Confirm Password | Confirm new password |

New Password: New password

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

Search for Reports

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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.

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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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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Arizona Health Care Cost Containment System

❓ 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	DDD_MA_SA1_FN
Last Name	DDD_MA_SA1_LN
Phone	602-123-4567
User Name	DDD_SA1
Email	DDD_SA@test.com

(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)

Security Question #1	What is your favorite city outside the USA ▼
Security Answer #1	test
Security Question #2	What is your favorite gemstone? ▼
Security Answer #2	test
Password	·········
Confirm Password	·········

Create User

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Arizona Health Care Cost Containment System

❓ 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.

3. Approve Sub Account:

Login as Master Account and click on User Admin link

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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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user is approved and the Approve User button   disappears.

4. View Existing Account Information

Master Account information User Admin link:

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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

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Sub account user info using user admin link:

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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.

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

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User email id is updated to SA3_updt@test.com

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6. Send Password Recovery Email

Login as Master Account

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

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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=nqO06XSwnoxsoaTM2H
HtkC6NI9ybktmekboQyiBKHe0%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

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

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User is now logged in to QM portal application.

7. Setting User Authorizations

To grant or revoke roles / access rights for users.

Login as Master account

Click on User Admin link:

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

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

8. Set and Remove Master Account Rights

To set Master Account rights

Login as Master account

Click on User Admin link:

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Click on Set as Master Account

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

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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

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User is removed.

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10.   **Restore removed User:**

Login as Master Account
Click on User Admin link
Select the removed account to be restored from drop down

Click on Restore Account button.

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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_MA_SA2_FN, DDD_MA_SA ▼

User Details

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

User Information

User Name DDD_SA2

First Name DDD_MA_SA2_FN

User's first name, required.

Last Name DDD_MA_S

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 | ly restore account

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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 Select a user to administer ▼   Pending Approvals DDD_MA_SA1_FN, DDD_MA_SA ▼

User Details

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

User Information

User Name DDD_SA1

First Name DDD_MA_SA1_FN

User's first name, required.

Last Name DDD_MA_S

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