

Clinical Connectivity Physician Office Group Admin Guide

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Access Links

- Group Administrator site:
 - <http://svcnowprod.service-now.com/clinicalconnectivity>
- Clinical Connectivity (CC) Banner Portal Login Link:
 - <https://workspace.bannerhealth.com>

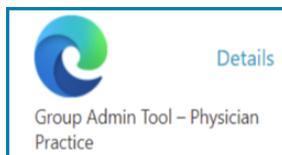
Group Administrator Responsibilities

- Add team members requiring Clinical Connectivity access to the group
- Remove inactive or terminated team members from the group page
- Ensure team members are accessing Patient Health Information for HIPAA compliant activities only
- Notify Banner Health no later than fourteen (14) days prior to any change of the Group Administrator
- Ensure team members do not use any other person's username or password to gain access to the Clinical Connectivity Portal, patient information & applications
- Process Bi-Annual Clinical Connectivity Access Reviews, initiated by Banner, to ensure each team member requires access to the Clinical Connectivity portal
- Ensure team members do not share their unique username or password with any other user for any reason whatsoever
- Contact the Banner Help Desk to report if team member is suspected / known to be accessing PHI inappropriately or by using another person's authorized username and/or password. Group Administrator will immediately request suspension of user's account

Group Administrator shall report suspected or known misuse to Banner Health's Help Desk at (602) 747-4444 and submit a written report of such misuse to the Banner Health Privacy Officer within twenty-four (24) hours of such occurrence.

The Platform Change from .NET to Service Now (SNOW)

When an existing Clinical Connectivity practice's Group Administrator (GA) is logged into the Banner Portal and clicks on the newly published Icon (see below) the Group Administrator is re-directed to the ServiceNow landing page.

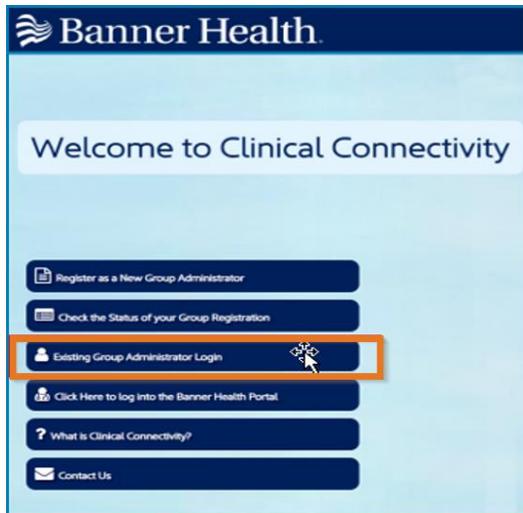


Existing Group Administrators can use the Service Now Link below to be taken to the ServiceNow landing page.

<https://svcnowprod.service-now.com/clinicalconnectivity>

Once the Group Administrator arrives at the ServiceNow landing page

- Click on the tab "Existing Group Administrator Login"



This will take the user to the login screen.

- Enter portal id and password to login

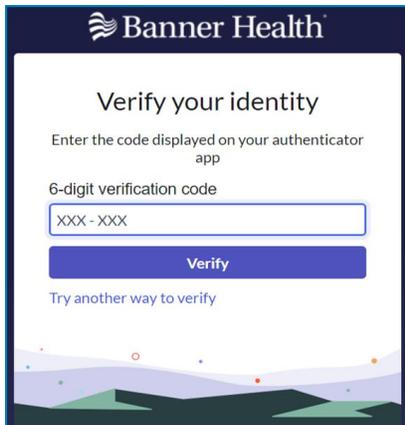
 The image shows the Banner Health login screen. At the top, there is a dark blue header with the Banner Health logo and the text "Banner Health". Below the header, a light blue banner reads "Welcome to Clinical Connectivity". The main content area features a vertical list of six dark blue buttons with white text and icons: "Register as a New Group Administrator" (with a document icon), "Check the Status of your Group Registration" (with a calendar icon), "Existing Group Administrator Login" (with a person icon and a mouse cursor pointing to it, highlighted by an orange rectangle), "Click Here to log into the Banner Health Portal" (with a person icon), "? What is Clinical Connectivity?" (with a question mark icon), and "Contact Us" (with an envelope icon).

Once selecting "Log In" the user will be prompted to verify their identity and receive a verification code on the multifactor authenticator app or the users email address.

 The image shows the Banner Health identity verification screen. At the top, there is a dark blue header with the Banner Health logo and the text "Banner Health". Below the header, a light blue banner reads "Welcome to Clinical Connectivity". The main content area features a vertical list of six dark blue buttons with white text and icons: "Register as a New Group Administrator" (with a document icon), "Check the Status of your Group Registration" (with a calendar icon), "Existing Group Administrator Login" (with a person icon and a mouse cursor pointing to it, highlighted by an orange rectangle), "Click Here to log into the Banner Health Portal" (with a person icon), "? What is Clinical Connectivity?" (with a question mark icon), and "Contact Us" (with an envelope icon).

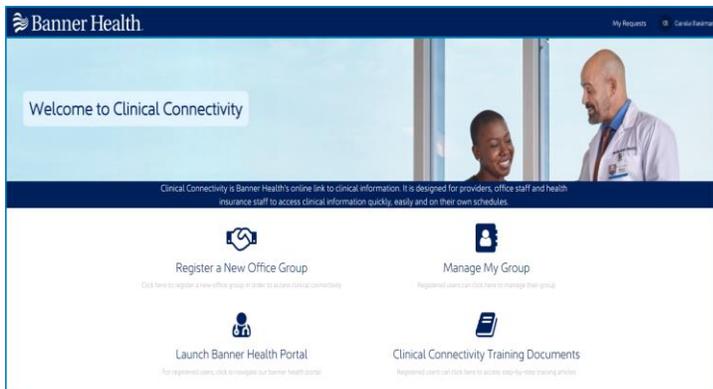
- Choose a method to complete access verification
- Click "Continue"

- Check the authenticator app or email for the generated verification code and then enter the 6-digit code in the window below



- Click 'Verify'

When multi-factor authentication is complete, the Clinical Connectivity Portal page displays.

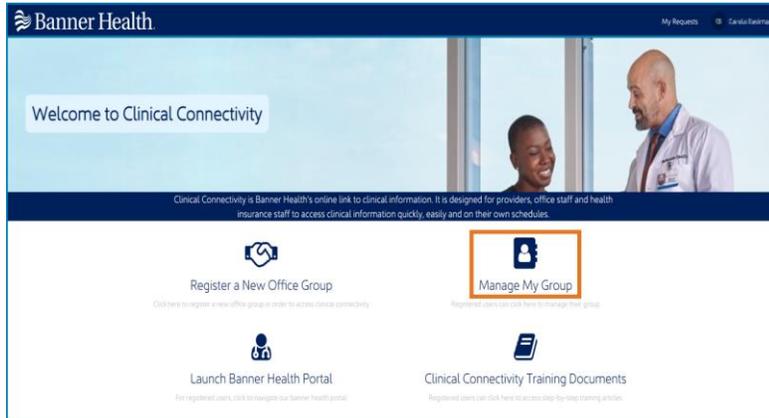


Manage My Group

- Click on Manage My Group

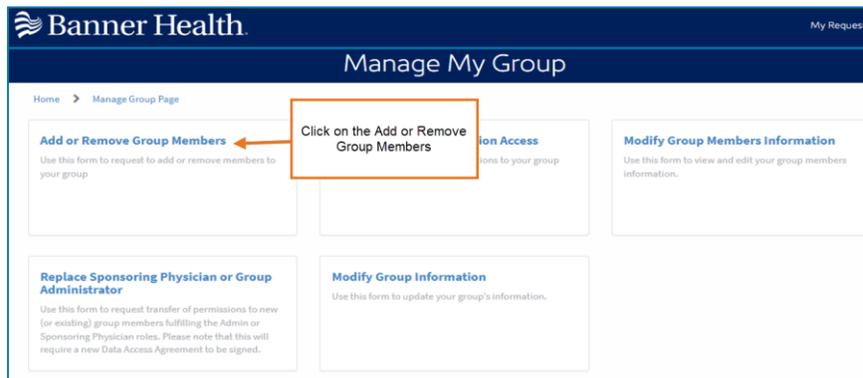
Perform the following functions:

- Add or Remove Group Members
- Manage Groups Application Access
- Modify Group Members Information
- Replace Sponsoring Physician or Group Administrator
- Modify Group (Practice) Information



Add or Remove Group Members

- Choose Add or Remove Group Members



- Enter the practice name to add or remove group members for



- Click on the Submit button

Add Team Members

- Use the drop down 'Select an action you wish to perform'

Banner Health My Requests

Home > Clinical Group Management > Add member to group

Search

* Select the group you wish to add or remove group members for:

* Select an action you wish to perform

-- None --

Add

Submit

- Select 'Add Members'
- Click the 'Add' button

Banner Health My Requests

Home > Clinical Group Management > Add member to group

Search

* Select the group you wish to add or remove group members for:

* Select an action you wish to perform

Add Members

Click on the Add button

Add

Actions	First Name	M.I.	Last Name	Email Address	Staff Type	Cerner Millennium	PACs Synapse	Report 2 Web	Direct Secure Messaging	Qventus
	J	D	Holland		Sponsoring Physician	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	K	C	Moody		Group Administrator	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Submit

When adding team members:

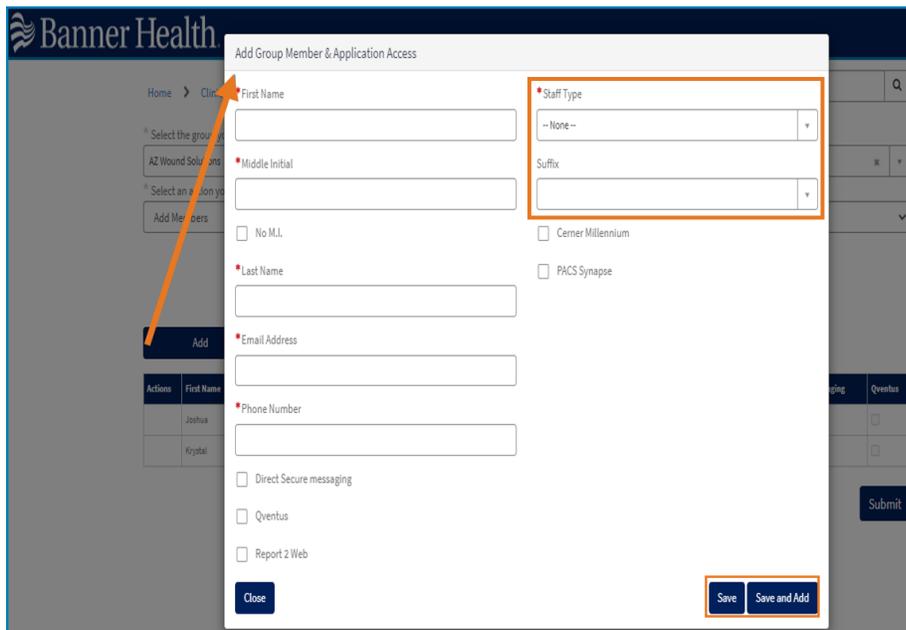
- Enter their staff type and suffix first

These two fields will determine what applications are available for that person. Then, enter the required user information.

Here are the staff types, suffixes and what applications are available for each staff type/suffix:

Staff Types	Suffix	Cerner Millennium	PACS Synapse	DSM	Qventus	Report2Web
Sponsoring Physician	Provider suffix	X	X	X	X	X
Group Admin (Provider)	Provider suffix	X	X	X	X	X
Group Admin (Regular Staff)	Regular Staff suffix	X	X			
Group Admin (Surgery)	Surgery Scheduler Suffix	X	X		X	
Provider	Provider suffix	X	X	X	X	X
Staff	Regular Staff suffix	X	X			
Staff (Surgery Scheduler)	Surgery Scheduler suffix	X	X		X	

The "Add Group Member & Application Access" pop up appears.



- Choose the Staff Type and Suffix first, for the correct applications to be available.
- Then fill in all required fields and check the applications that are needed for this user.
- Put a checkmark next to all required applications
 - Additional required data when requesting: (illustrated below in the next section)
 - Direct Secure Messaging
 - Qventus
 - Report2Web
- Click the "Save" button to save the current entry and close the pop-up
- Or
- Click the "Save and Add" button to save the current entry and enter another group member.

Application Selection

When the following applications are requested:

- Direct Secure Messaging
- Qventus
- Report2Web

Details regarding these application requests must be provided in a separate form that opens when the application is checked.

When Direct Secure Messaging (DSM) is requested:

- Please enter the provider's Direct Secure Email address that is active in the practice's EMR system.

* First Name: Michelle

* Last Name: Messer

* Email Address: Michelle.Messer@bannerhealth.com

* Phone Number: (111) 111-1111

* Staff Type: Sponsoring Physician

Suffix: MD

Direct Secure messaging

* Direct Secure Message Email Address: michelle.messer@direct.cerner.org

When Qventus is requested: (Surgery Scheduling)

- Please enter the user's role in Qventus and all applicable Banner facilities where surgeries are scheduled.

Add Group Member & Application Access

* First Name: Michelle

* Last Name: Messer

* Email Address: Michelle.Messer@bannerhealth.com

* Phone Number: (111) 111-1111

* Staff Type: Sponsoring Physician

Suffix: MD

Qventus

* What role should the group member have in Qventus?: Surgeon

* Which facilities does the user need access for?: Banner Thunderbird Medical Center

Close Save

When Report2Web is requested:

- List the practice's fax number
- List all Banner Health facilities that patients are sent to for labs
- Please check all alerts needed to receive (by fax, email or both)
- Select all users on the team that should receive these alerts

Direct Secure messaging

Report 2 Web

*R2W Fax Number

* Select the facilities you send your patients to for outpatient labs:
 Banner Raymond Medical Center
 Banner Bozeman Medical Center

What alerts would you like to receive?
 ED/Admitted/OBG over 20 weeks
 *How would you like to receive this alert?

Discharged
 *How would you like to receive this alert?

Cerner Documents
 *How would you like to receive this alert?

Labs ordered by you
 *How would you like to receive this alert?

* Select the members who will receive the email notifications for this provider

- Check All
- Uncheck All
- Michelle Skyrum
- Carolee Erdman

Examples of possible staff types/suffix combinations and available applications for each:

Physician Sponsor with Provider suffix

Add Group Member & Application Access

* First Name: Test

* Staff Type: **Sponsoring Physician**

No M.I.

* Last Name: doctor

* Email Address: tdoctor@test.com

* Phone Number: (333) 333-3333

Suffix: **MD**

Cerner Millennium

PACS Synapse

Direct Secure messaging

Qventus

Report 2 Web

Close Save

Group Administrator with Provider suffix

Add Group Member & Application Access

* First Name: Test

* Staff Type: **Group Administrator**

No M.I.

* Last Name: doctor

* Email Address: tdoctor@test.com

* Phone Number: (333) 333-3333

Suffix: **MD**

Cerner Millennium

PACS Synapse

Direct Secure messaging

Qventus

Report 2 Web

Close Save

Group Administrator with Staff suffix

Add Group Member & Application Access

* First Name: Test

* Staff Type: **Group Administrator**

No M.I.

* Last Name: doctor

* Email Address: tdoctor@test.com

* Phone Number: (333) 333-3333

Suffix: **Staff**

Cerner Millennium

PACS Synapse

Close Save

Group Administrator with Surgery Scheduler suffix

Add Group Member & Application Access

* First Name: [Redacted]

* Staff Type: **Group Administrator**

No M.I.

* Last Name: [Redacted]

* Email Address: [Redacted]

* Phone Number: [Redacted]

Suffix: **Surgery Scheduler**

Cerner Millennium

PACS Synapse

Qventus

Close Save

Provider with Provider suffix

Add Group Member & Application Access

* First Name: [Redacted]

* Middle Initial: [Redacted]

No M.I.

* Last Name: Provider

* Email Address: [Redacted]

* Phone Number: (222) 222-2222

* Staff Type: **Provider**

* Suffix: **MD**

* Specialty: neurosurgery

* Licensed state: AZ

* State License Number: [Redacted]

* National Provider Number (NPI): [Redacted]

Direct Secure messaging

Qventus

Report 2 Web

Cerner Millennium

PACS Synapse

Close Save Save and Add

Staff with Staff suffix

Add Group Member & Application Access

* First Name: Test

* Staff Type: **Staff**

No M.I.

* Last Name: doctor

* Email Address: tdoctor@test.com

* Phone Number: (333) 333-3333

Suffix: **Billing**

Cerner Millennium

PACS Synapse

Close Save

Staff with Surgery Scheduler suffix

Add Group Member & Application Access

* First Name: [Redacted]

No M.I.

* Last Name: [Redacted]

* Email Address: [Redacted]

* Phone Number: [Redacted]

* Staff Type: **Staff**

Suffix: **Surgery Scheduler**

Cerner Millennium

PACS Synapse

Qventus

Close Save

When all users have been added and their needed applications have been checked, the final screen lists all users and their selected applications.

First Name	M.I.	Last Name	Email Address	Staff Type	Cerner Millennium	PACs Synapse	Report 2 Web	Direct Secure Messaging	Qventus
[Redacted]	L	[Redacted]	[Redacted]@health.mil	Staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[Redacted]	L	[Redacted]	[Redacted]@health.mil	Staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[Redacted]		[Redacted]	[Redacted]@health.com	Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[Redacted]	L	[Redacted]	[Redacted]@health.mil	Staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[Redacted]	S	[Redacted]	[Redacted]@health.mil	Staff	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[Redacted]	R	[Redacted]	[Redacted]@health.mil	Staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[Redacted]	R	[Redacted]	[Redacted]tr@health.mil	Staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- Click the 'Next' button after all users were added and you want to submit the request

Additional information on the Report2Web subscription will be provided if Report2Web was requested for one or more of the team members.

Report2Web Subscription Page

This page explains in detail what this subscription is and requires that the box to agree is checked for Banner Health Privacy Policies.

Report2Web Subscription

Report2Web is a free subscription agreement. This allows us to set you up in the R2W Notification System where you will receive email notifications regarding:

- Your patients coming to all Banner Health ERs/Admitted or Discharged-this can be emailed or faxed
- Labs resulted post discharge (we are required to deliver these for review) to fax# or pdf to email)
- Cerner Documents
- Please note that email addresses must be secure inhouse addresses controlled by an office administrator or going to the provider only for HIPPA-no 3rd party delivery.
- If the email addresses used are non-Banner, the emails will come encrypted. To decrypt the email, you must register with our Secure Messaging Portal upon receiving the first email-this is a onetime set up for decryption
- You are responsible for communicating with the R2W team if an employee leaves the practice, so we can stop the emails to remain HIPPA compliant.

Action	First Name	M.I.	Last Name	Email Address	Suffix	Staff Type	Receiving Notifications
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]

IMPORTANT: IF YOU ARE GETTING PATIENT INFORMATION AND THE PATIENT IS NOT YOUR PATIENT, PLEASE NOTIFY ADMISSIONS at the Banner Facility where the patient had the encounter and have them remove you as the PCP.

Privacy Policy: This site is for use only by Banner Health System (BHS) authorized users for BHS official business. Unauthorized access/use and attempted access/use of this system is prohibited and may constitute a Federal and/or state crime. Unauthorized disclosure of information obtained from this website is also prohibited and may constitute a Federal and/or state crime. BHS reserves the right to monitor, intercept, record, read, copy, access, or capture user activity, whether authorized or unauthorized.

*By clicking on this box, you are agreeing to Banner Health's Privacy Policy.

- Check the box to agree to Banner Health’s Privacy Policy
- Click “Submit” to complete the user additions and their application requests

Remove Team Members

- Select 'Remove Members' from the question 'Select an action you wish to perform'
- Click 'x' in the action column next to the group member(s) that should be to removed

Home > Clinical Group Management > Add member to group

Search

* Select the group you wish to add or remove group members for:

* Select an action you wish to perform

Remove Members

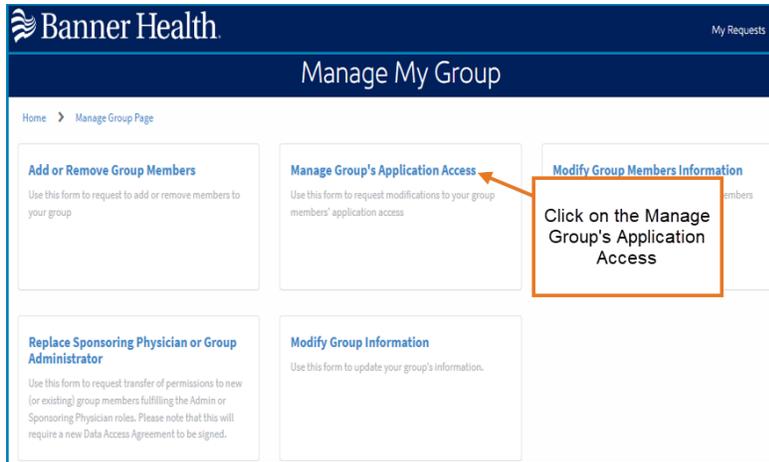
Add

Actions	First Name	M.I.	Last Name	Email Address	Staff Type	Cerner Millennium	PACs Synapse	Report 2 Web	Direct Secure Messaging	Qventus
x						<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
x						<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
x						<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

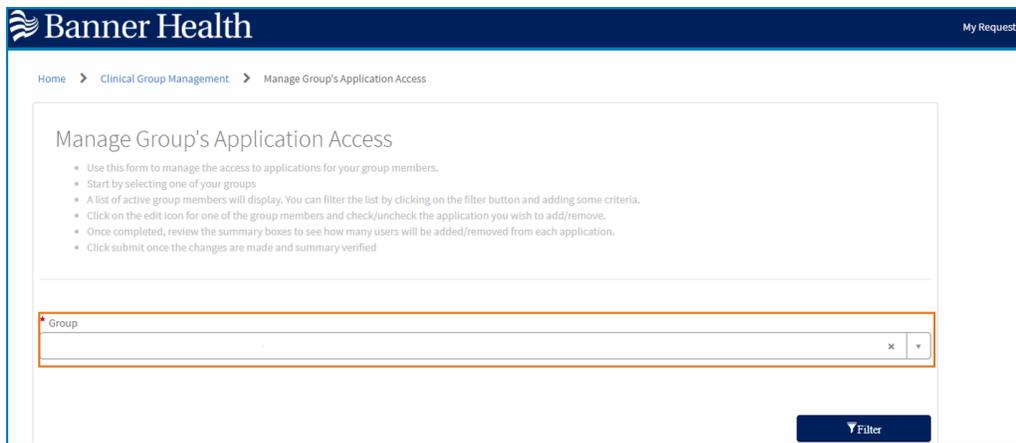
- Click the 'Submit' button

Manage Group's (Team Members') Application Access

- Click on the Manage Group's Application Access tab:



- Enter the group/practice name where changes are to be made



- Click on the Submit button.

Add Application Access

- Locate the team member's name
- Check the box of an application that has not yet been selected for this user

First Name	Middle Name	Last Name	Staff Type	Cerner Millennium <input type="checkbox"/>	PACS Synapse <input type="checkbox"/>	Report2Web	Direct Secure Messaging	Qventus
Example	Staff	Member	Staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Staff		Staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Staff		Staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Staff		Staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- Click on the "Submit" button.

Remove Application Access

- Locate the group member's name
- Uncheck the box beneath the application to which the user no longer needs access

First Name	Middle Name	Last Name	Staff Type	Cerner Millennium <input type="checkbox"/>	PACS Synapse <input type="checkbox"/>	Report2Web <input type="checkbox"/>	Direct Secure Messaging <input type="checkbox"/>	Qventus <input type="checkbox"/>
Example	Staff	Member	Staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Staff		Staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Staff		Staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Staff		Staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- Click on the "Submit" button.

Modify Group Member Information

- Click on the Modify Group Member Information

- Select the group member to update
- Click on the drop down, scroll to locate the user
- Click on the user's name

- Click on the Submit button.

Make the necessary changes to the user profile below

- Fill in all required fields
- Put a checkmark next to the "Edit Banner Health Active Directory Information" if a name change affects the portal id or email address change.

Request to Modify Group Members Information
Use this form to view and edit your group members information.

Group Member Information

* Please select the user you want to update

* First Name <input type="text"/>	* Staff Type <input type="text"/>
Phone Extension <input type="text"/>	* Middle Initial <input type="text"/>
Licensed State <input type="text"/>	<input type="checkbox"/> No Middle Initial
State License Number <input type="text"/>	* Last Name <input type="text"/>
* Suffix <input type="text"/>	* Phone Number <input type="text"/>
* Title <input type="text"/>	* Email Address <input type="text"/>
	NPI Number <input type="text"/>

Banner Health Active Directory Information
 Click to edit Banner Health Active Directory Information

Contact Phone number <input type="text"/>	Email Address <input type="text"/>
----------------------------------------------	---------------------------------------

- Click on the "Submit" button

Replacing Sponsoring Physician or Group Administrator

Please note that when changing the Sponsoring Physician or Group Administrator the following section needs to be completed as well.

Corporate Officer or Legal Representative

If the Practice requires a Corporate Officer or Legal Representative to be an additional signatory of our Data Access Agreement, then please:

- Select 'YES' to the question 'Does the Provider Group have a Corporate or Legal Representative'
- Provide the Name of the Corporate or Legal Representative
- Provide the email address of the Corporate or Legal Representative

By entering the Corporate or Legal Representative's information, this person will be required to sign the DAA.

If the Practice does not require a Corporate Officer or Legal Representative to be an additional signatory of our Data Access Agreement, then please:

- Select 'NO' to the question 'Does the Provider Group have a Corporate or Legal Representative'

This answer will remove any other fields for a Corporate or Legal Representative, and besides the group admin and the physician sponsor there is no additional signer on our Data Access Agreement.

Example Form when Replacing Sponsoring Physician or Group Admin:

* Does the provider group have a Corporate Officer or Legal Representative?

Yes

* Corporate Officer or Legal Representative's Full Name

* Corporate Officer or Legal Representative's Email Address

* Replace with an existing active group member?

-- None --

* Acknowledgement

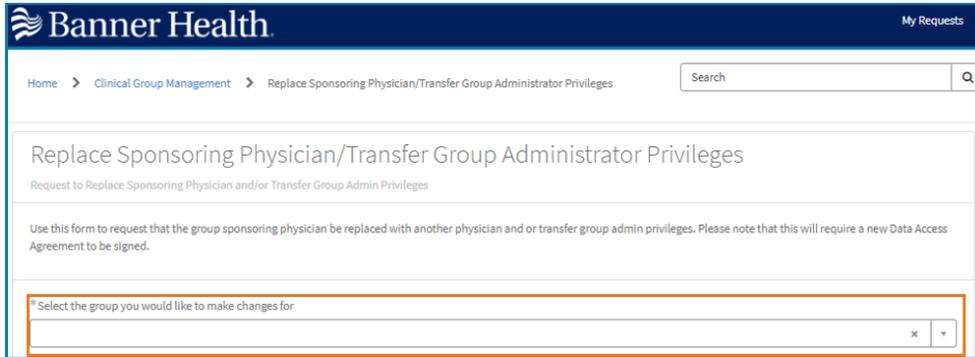
By Clicking submit below, you acknowledge that a new data access agreement will be required to be signed. Once the request is processed, the group's sponsoring provider will be updated.

Example Form in Group Modification:

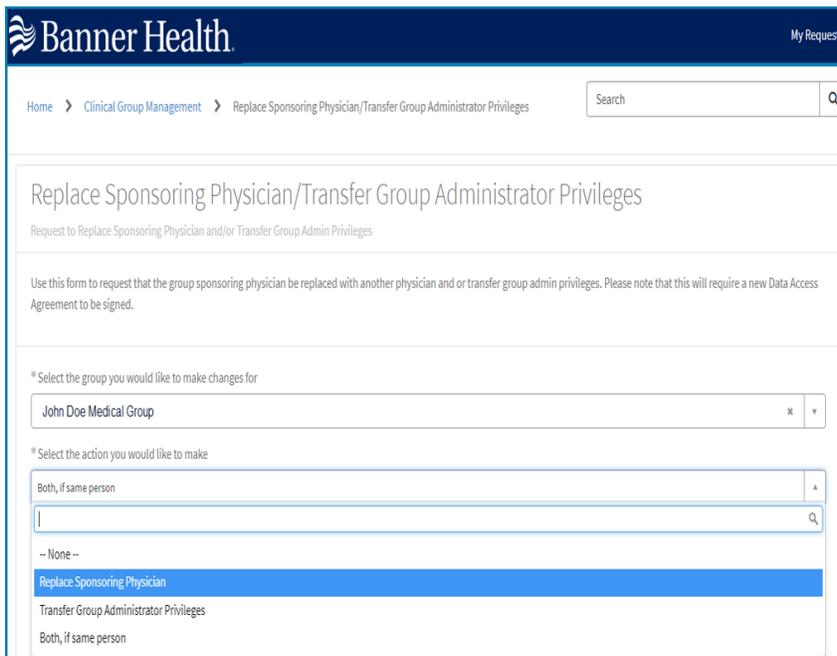
Replacing the Practice Sponsoring Physician or Group Administrator:

- Click on the Replace Sponsoring Physician or Group Administrator tab

- Select the group (practice) to make changes for
- Click on the drop down
- Select the group's name



- Select an action from the drop down 'Select the action you would like to make'
- Choose from the following options
 - Replace Sponsoring Physician
 - Transfer Group Administrator privileges
 - Both, if the same person



Replacing the Sponsoring Physician with an Existing Active Group Member

- Select an action from the drop down 'Select the action you would like to make'
- Choose from the following options
 - Replace Sponsoring Physician
 - Transfer Group Administrator privileges
 - Both, if the same person
- Answer 'Does the Provider Group have a Corporate Officer or Legal Representation'
 - Fill out additional fields as required by the steps listed above: [Corporate Officer or Legal Representative](#)
- Click on the drop down under 'Replace with an active group member'
- Choose 'Yes' from the drop down
- Select the group member's name in the next the drop down
- Put a checkmark under the Acknowledgement
 - "By clicking submit below, you acknowledge that a new Data Access Agreement will be required to be signed. Once the request is processed, the group's sponsoring provider will be updated."
- Submit

Banner Health My Requests

Home > Clinical Group Management > Replace Sponsoring Physician/Transfer Group Administrator Privileges

Search

Replace Sponsoring Physician/Transfer Group Administrator Privileges

Request to Replace Sponsoring Physician and/or Transfer Group Admin Privileges

Use this form to request that the group sponsoring physician be replaced with another physician and or transfer group admin privileges. Please note that this will require a new Data Access Agreement to be signed.

* Select the group you would like to make changes for

* Select the action you would like to make

* Does the provider group have a Corporate Officer or Legal Representative?

* Replace with an existing active group member?

* Select the Group Member

* Acknowledgement

By Clicking submit below, you acknowledge that a new data access agreement will be required to be signed. Once the request is processed, the group's sponsoring provider will be updated.

Submit

Replacing the Sponsoring Physician with a member who Needs to be Added to the Group

- Select an action from the drop down 'Select the action you would like to make'
 - Choose from the following options
 - Replace Sponsoring Physician
 - Transfer Group Administrator privileges
 - Both, if the same person
 - Answer 'Does the Provider Group have a Corporate Officer or Legal Representation'
 - Fill out additional fields as required by the steps listed above: [Corporate Officer or Legal Representative](#)
 - Click on the drop down under 'Replace with an active group member'
 - Choose 'No' from the drop down
 - Complete all the required fields in the window below for the new group member who will be the new Sponsoring Physician
 - Click on the drop down under "Does the new Group Member need access to Clinical Applications".
 - Choose "Yes" from the drop down
- If "Yes" choose the applications needed.
- Checkmark the Acknowledgement.
 - "By clicking submit below, you acknowledge that a new Data Access Agreement will be required to be signed. Once the request is processed, the group's sponsoring provider will be updated."
 - Submit

Replace Sponsoring Physician/Transfer Group Administrator Privileges

Request to Replace Sponsoring Physician and/or Transfer Group Admin Privileges

Use this form to request that the group sponsoring physician be replaced with another physician and or transfer group admin privileges. Please note that this will require a new Data Access Agreement to be signed.

* Select the group you would like to make changes for

----- x -----

* Select the action you would like to make

Replace Sponsoring Physician -----

* Does the provider group have a Corporate Officer or Legal Representative?

-- None-- -----

* Replace with an existing active group member?

No -----

* First Name

Middle Initial

* Last Name

* Suffix

* Suffix

MD x -----

* Email Address

----- @ -----

* Phone Number

* Licensed State

* State License Number

* National Provider Number (NPI)

* Specialty

* Does the new Group Member need access to Clinical Applications?

Yes -----

Options

Cerner Millennium

PACS Synapse

Direct Secure Messaging

Qventus

Report 2 Web

* Acknowledgement

By Clicking submit below, you acknowledge that a new data access agreement will be required to be signed. Once the request is processed, the group's sponsoring provider will be updated.

Replacing Group Administrator with an Existing Active Group Member

- Select an action from the drop down 'Select the action you would like to make'
- Choose from the following options
 - Replace Sponsoring Physician
 - Transfer Group Administrator privileges
 - Both, if the same person

Banner Health My Requests

Home > Clinical Group Management > Replace Sponsoring Physician/Transfer Group Administrator Privileges

Search

Replace Sponsoring Physician/Transfer Group Administrator Privileges

Request to Replace Sponsoring Physician and/or Transfer Group Admin Privileges

Use this form to request that the group sponsoring physician be replaced with another physician and or transfer group admin privileges. Please note that this will require a new Data Access Agreement to be signed.

*Select the group you would like to make changes for

John Doe Medical Group

*Select the action you would like to make

Both, if same person

-- None --

Replace Sponsoring Physician

Transfer Group Administrator Privileges

Both, if same person

- Answer 'Does the Provider Group have a Corporate Officer or Legal Representation'
 - Fill out additional fields as required by the steps listed above: [Corporate Officer or Legal Representative](#)

- Click on the drop down under 'Replace with an active group member'
- Choose 'Yes' from the drop down
- Select the group member's name in the next the drop down
- Checkmark the Acknowledgement
 - "By Clicking submit below, you acknowledge that a new Data Access Agreement will be required to be signed. Once the request is processed, the Group Administrator will be updated."
- Submit



Banner Health My Requests

Home > Clinical Group Management > Replace Sponsoring Physician/Transfer Group Administrator Privileges Search

Replace Sponsoring Physician/Transfer Group Administrator Privileges

Request to Replace Sponsoring Physician and/or Transfer Group Admin Privileges

Use this form to request that the group sponsoring physician be replaced with another physician and or transfer group admin privileges. Please note that this will require a new Data Access Agreement to be signed.

*Select the group you would like to make changes for

*Select the action you would like to make

*Does the provider group have a Corporate Officer or Legal Representative?

*Replace with an existing active group member?

*Select the Group Member

*Acknowledgement
 By Clicking submit below, you acknowledge that a new data access agreement will be required to be signed. Once the request is processed, the group's sponsoring provider will be updated.

Submit

Replacing Group Administrator with a Member who Needs to be Added to the Group

- Select an action from the drop down 'Select the action you would like to make'
 - Choose from the following options
 - Replace Sponsoring Physician
 - Transfer Group Administrator privileges
 - Both, if the same person
 - Answer 'Does the Provider Group have a Corporate Officer or Legal Representation'
 - Fill out additional fields as required by the steps listed above: [Corporate Officer or Legal Representative](#)
 - Click on the drop down under 'Replace with an active group member'
 - Choose 'No' from the drop down
 - Complete all the required fields in the window below for the new group member who will be the new Group Administrator
 - Click on the drop down under "Does the new Group Member need access to Clinical Applications".
 - Choose "Yes" from the drop down
- If "Yes" choose the applications needed.
- Checkmark the Acknowledgement.
 - "By clicking submit below, you acknowledge that a new Data Access Agreement will be required to be signed. Once the request is processed, the group's sponsoring provider will be updated."
 - Submit

Replace Sponsoring Physician/Transfer Group Administrator Privileges

Request to Replace Sponsoring Physician and/or Transfer Group Admin Privileges

Use this form to request that the group sponsoring physician be replaced with another physician and/or transfer group admin privileges. Please note that this will require a new Data Access Agreement to be signed.

* Select the group you would like to make changes for

Transfer Group Administrator Privileges

* Select the action you would like to make

Transfer Group Administrator Privileges

* Does the provider group have a Corporate Officer or Legal Representative?

-- None --

* Replace with an existing active group member?

No

* First Name

Middle Initial

* Last Name

* Suffix

* Suffix

MD

* Email Address

* Phone Number

* Licensed State

* State License Number

* National Provider Number (NPI)

* Specialty

* Does the new Group Member need access to Clinical Applications?

Yes

Options

Cerner Millennium

PACS Synapse

Direct Secure Messaging

Qventus

Report2 Web

* Acknowledgement

By clicking submit below, you acknowledge that a new data access agreement will be required to be signed. Once the request is processed, the group's sponsoring provider will be updated.

Replacing the Sponsoring Physician or Group Administrator when 'Both are the Same Person'

- Select the action you would like to perform
- Click on the drop down
- Choose 'Both If the Same Person' from the following options
 - Replace Sponsoring Physician
 - Transfer Group Administrator Privileges
 - Both, if the same person

The screenshot shows the Banner Health web portal interface. At the top, there is a navigation bar with the Banner Health logo and 'My Requests' on the right. Below the navigation bar, there is a breadcrumb trail: Home > Clinical Group Management > Replace Sponsoring Physician/Transfer Group Administrator Privileges. A search bar is located to the right of the breadcrumb trail. The main content area is titled 'Replace Sponsoring Physician/Transfer Group Administrator Privileges' and includes a sub-header 'Request to Replace Sponsoring Physician and/or Transfer Group Admin Privileges'. Below this, there is a paragraph of instructions: 'Use this form to request that the group sponsoring physician be replaced with another physician and or transfer group admin privileges. Please note that this will require a new Data Access Agreement to be signed.' The form contains several fields: 1. '*Select the group you would like to make changes for' with a dropdown menu. 2. '*Select the action you would like to make' with a dropdown menu where 'Both, if same person' is selected and highlighted with a red box. 3. '*Does the provider group have a Corporate Officer or Legal Representative?' with a dropdown menu showing '-- None --'. 4. '*Replace with an existing active group member?' with a dropdown menu showing 'Yes'. 5. '*Select the Group Member' with a dropdown menu. 6. '*Acknowledgement' section with a checkbox and text: 'By Clicking submit below, you acknowledge that a new data access agreement will be required to be signed. Once the request is processed, the group's sponsoring provider will be updated.' A 'Submit' button is located at the bottom right of the form.

Replacing the Sponsoring Physician or Group Administrator when 'Both are the Same Person' with an Existing Active Group Member

- Select an action from the drop down 'Select the action you would like to make'
- Choose from the following options
 - Replace Sponsoring Physician
 - Transfer Group Administrator privileges
 - Both, if the same person
- Answer 'Does the Provider Group have a Corporate Officer or Legal Representation'
 - Fill out additional fields as required by the steps listed above: [Corporate Officer or Legal Representative](#)
- Click on the drop down under 'Replace with an active group member'
- Choose 'Yes' from the drop down
- Select the group member's name in the next the drop down
- Checkmark the Acknowledgement
 - "By Clicking submit below, you acknowledge that a new Data Access Agreement will be required to be signed. Once the request is processed, the Group Administrator will be updated."
- Submit

Banner Health My Requests

Home > Clinical Group Management > Replace Sponsoring Physician/Transfer Group Administrator Privileges

Search

Replace Sponsoring Physician/Transfer Group Administrator Privileges

Request to Replace Sponsoring Physician and/or Transfer Group Admin Privileges

Use this form to request that the group sponsoring physician be replaced with another physician and or transfer group admin privileges. Please note that this will require a new Data Access Agreement to be signed.

* Select the group you would like to make changes for

* Select the action you would like to make

* Does the provider group have a Corporate Officer or Legal Representative?

* Replace with an existing active group member?

* Select the Group Member

* Acknowledgement

By Clicking submit below, you acknowledge that a new data access agreement will be required to be signed. Once the request is processed, the group's sponsoring provider will be updated.

Submit

Replacing the Sponsoring Physician or Group Administrator when 'Both are the Same Person' with a Member who Needs to be Added to the Group

- Select an action from the drop down 'Select the action you would like to make'
 - Choose from the following options
 - Replace Sponsoring Physician
 - Transfer Group Administrator privileges
 - Both, if the same person
 - Answer 'Does the Provider Group have a Corporate Officer or Legal Representation'
 - Fill out additional fields as required by the steps listed above: [Corporate Officer or Legal Representative](#)
 - Click on the drop down under 'Replace with an active group member'
 - Choose 'No' from the drop down
 - Complete all the required fields in the window below for the new group member who will be the new Group Administrator
 - Click on the drop down under "Does the new Group Member need access to Clinical Applications".
 - Choose "Yes" from the drop down
- If "Yes" choose the applications needed.
- Checkmark the Acknowledgement.
 - "By clicking submit below, you acknowledge that a new Data Access Agreement will be required to be signed. Once the request is processed, the group's sponsoring provider will be updated."
 - Submit

Replace Sponsoring Physician/Transfer Group Administrator Privileges
Request to Replace Sponsoring Physician and/or Transfer Group Admin Privileges

Use this form to request that the group sponsoring physician be replaced with another physician and/or transfer group admin privileges. Please note that this will require a new Data Access Agreement to be signed.

* Select the group you would like to make changes for

* Select the action you would like to make

* Does the provider group have a Corporate Officer or Legal Representative?

* Replace with an existing active group member?

* First Name

Middle Initial

* Last Name

* Suffix

Suffix

MD

* Email Address

* Phone Number

* Licensed State

* State License Number

* National Provider Number (NPI)

* Specialty

* Does the new Group Member need access to Clinical Applications?

Options
 Genent Millennium
 PACS Synapse
 Direct Secure Messaging
 Qventus
 Report 2 Web

* Acknowledgement
 By clicking submit below, you acknowledge that a new data access agreement will be required to be signed. Once the request is processed, the group's sponsoring provider will be updated.

Edit Practice/ Group Information

- Click on Modify Group Information

Manage My Group

Home > Manage Group Page

Add or Remove Group Members
Use this form to request to add or remove members to your group.

Manage Group's Application Access
Use this form to request modifications to your group members' application access.

Modify Group Members Information
Use this form to view and edit your group members information.

Replace Sponsoring Physician or Group Administrator
Use this form to request transfer of permissions to new (or existing) group members fulfilling the Admin or Sponsoring Physician roles. Please note that this will require a new Data Access Agreement to be signed.

Modify Group Information
Use this form to update your group's information.

Click on Modify Group Information

- Click on the drop down, scroll to locate the practice name
- Select the group's (Practice) name

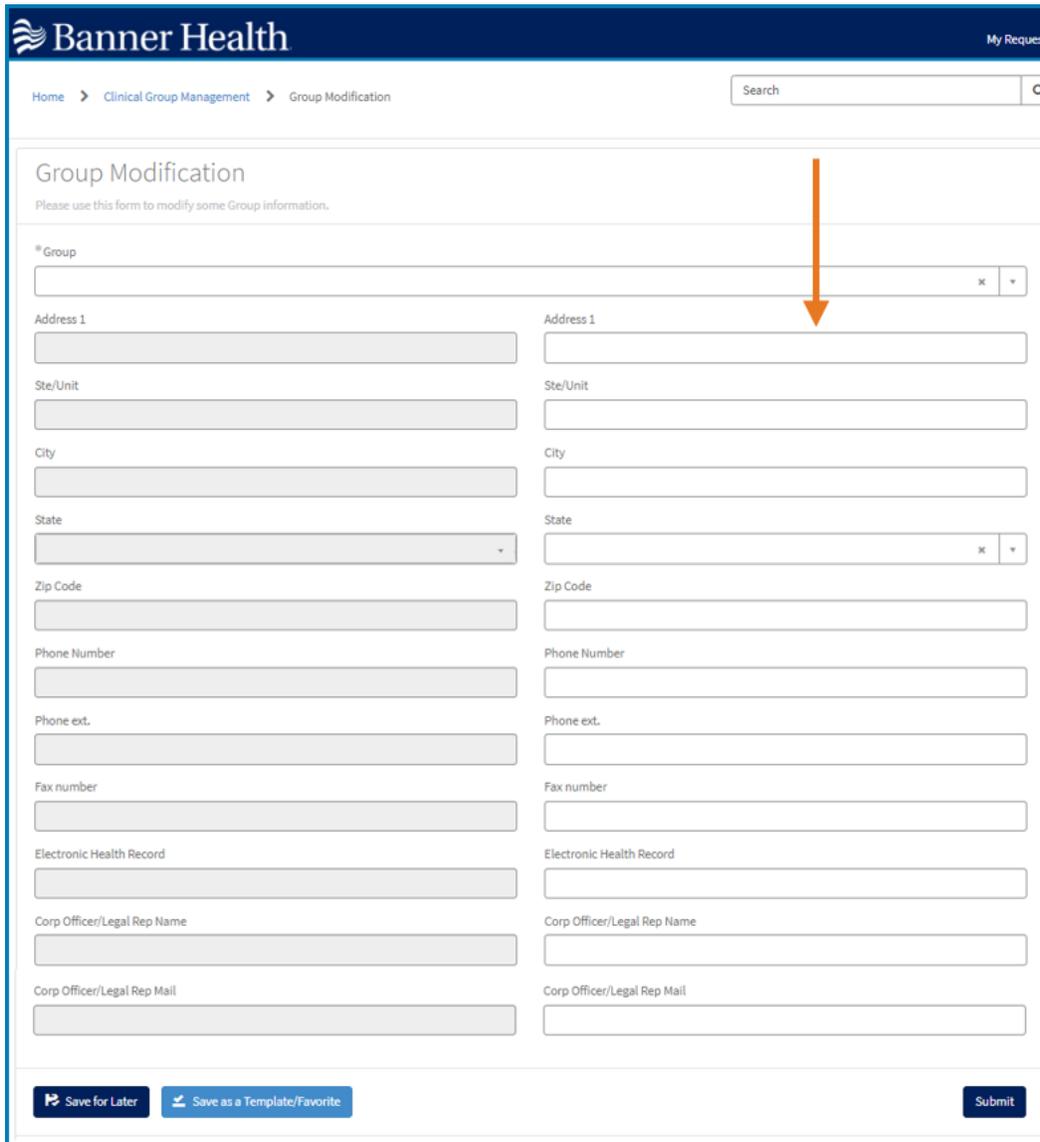
Group Modification

Please use this form to modify some Group information.

* Group

On the right-hand side;

- Update fields that need to be changed
- Answer Corporate Officer or Legal Representation
 - Fill out additional fields as required by the steps listed above:
 - [Corporate Officer or Legal Representative](#)
- Submit



Banner Health My Request

Home > Clinical Group Management > Group Modification

Search

Group Modification

Please use this form to modify some Group information.

* Group

Address 1

Ste/Unit

City

State

Zip Code

Phone Number

Phone ext.

Fax number

Electronic Health Record

Corp Officer/Legal Rep Name

Corp Officer/Legal Rep Mail

Address 1

Ste/Unit

City

State

Zip Code

Phone Number

Phone ext.

Fax number

Electronic Health Record

Corp Officer/Legal Rep Name

Corp Officer/Legal Rep Mail

Save for Later Save as a Template/Favorite Submit

Description of Available Applications

- **Cerner Millennium:** Clinical information for Banner Health facility (lab, imaging reports, dictation, clinical results)
- **Direct Secure Messaging:** (DSM) is a secure exchange of clinical healthcare data between Electronic Health Records (EHR) systems to improve patient coordination of care. DSM was developed as a technical standard for health care providers to communicate electronically, while ensuring the security of Protected Health Information.
 - DSM enables community providers the ability to communicate with Banner Health securely. DSM is an alternative method to mailing or faxing your patient's referral information, which can be time consuming and may not always be secure. DSM provides you the ability to send information about your patient's health record within minutes. DSM allows clinicians timely clinical details and helps to address the significant gaps in information that occur during transitions of care.
 - Direct Secure Messaging can be used for:
 - Transitions of Care (CCD, CCD-A documents)
 - Lab Tests/Results
 - Referring to Banner providers
 - Receipt and distribution of finalized reports.
 - Note: Only providers will have a direct secure email. Direct secure addresses are generated by your practice Electronic Health Record. Traditional e-mail accounts (e.g., gmail, yahoo mail, or your outlook e-mail) are NOT Direct addresses. Direct addresses can be issued to individuals or to organizations, departments. An example of a direct address is dsm@direct.cerner.org.
- **PACS Synapse:** Radiology Imaging/ Imaging Reports. Picture Archive Communication System (PACS)
- **Qventus:** Qventus is a web-based application that allows clinic schedulers to search and request available time for surgeons that perform procedures at certain Banner acute facilities. Access is available to clinic staff that are responsible for scheduling surgical cases. Qventus can also be used by surgeons who self-schedule their own cases.

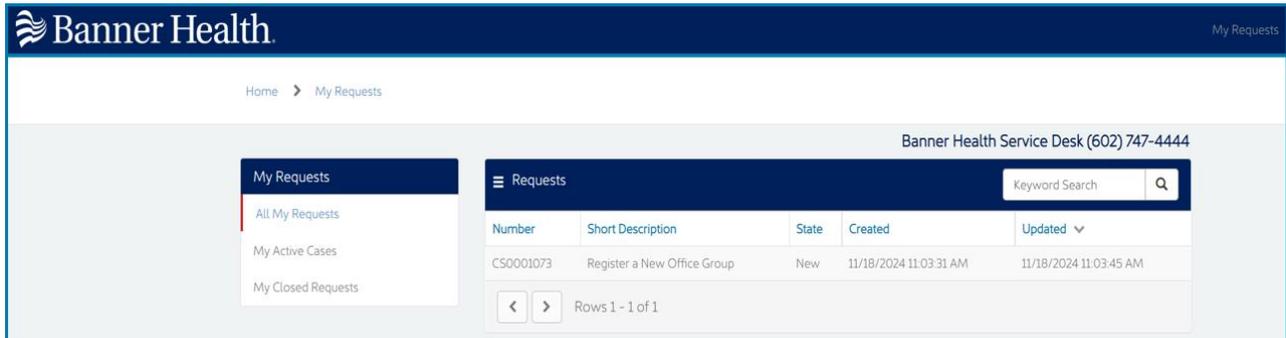
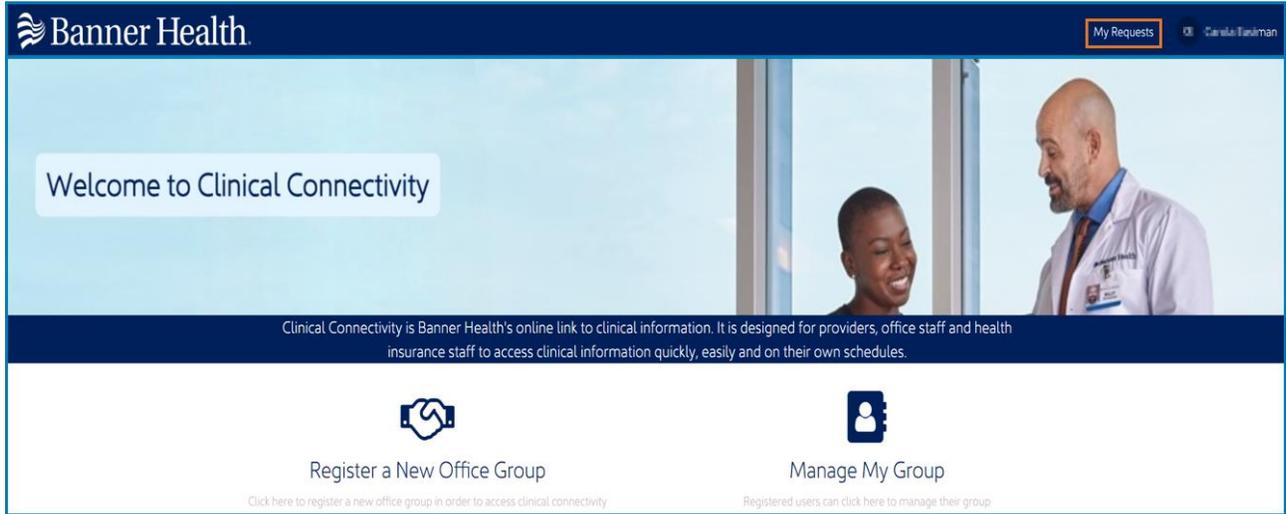
- **Report2Web (R2W):** is an email-based alert system that notifies your office daily when one of your patients is seen at a Banner Health hospital. This service best serves family medicine, internal medicine, pediatricians and obstetrician/gynecologists and will make you aware of ER visits/Admits/Discharges. You can choose to be notified upon admission, discharge, or both.
 - Other offerings thru Report2Web:
 - R2W can also send labs you ordered to your fax number or as a PDF attachment to an email you provide. This turns manual processes into electronic and encourages 'paper-lite' processes.
 - R2W can send you a Physician Census if you are a primary provider in the form of an Excel spreadsheet attached to your email. This shows movement of your patient while admitted.
 - The R2W service is free, available to Banner and non-Banner practices, and can be customized to your preferences. Information is encrypted to meet patient privacy requirements. A one-time set up to register with Cisco is required for non-Banner emails. Once notified of your patient's hospitalization, access their patient record via Banner Health's Clinical Connectivity portal. Report2Web has a link at the bottom of each email which takes you to the first step to access our portal.
 - R2W ER/Admit/Discharge alerts currently provide the following information:
 - ED/OB, Admit/Discharge
 - Patient name
 - DOB
 - Banners FIN#
 - Chief complaint (if available)
 - Patient phone number (if available)
 - Primary care physician named
 - Banner Health facility

Portal ID and Application Notifications Processes

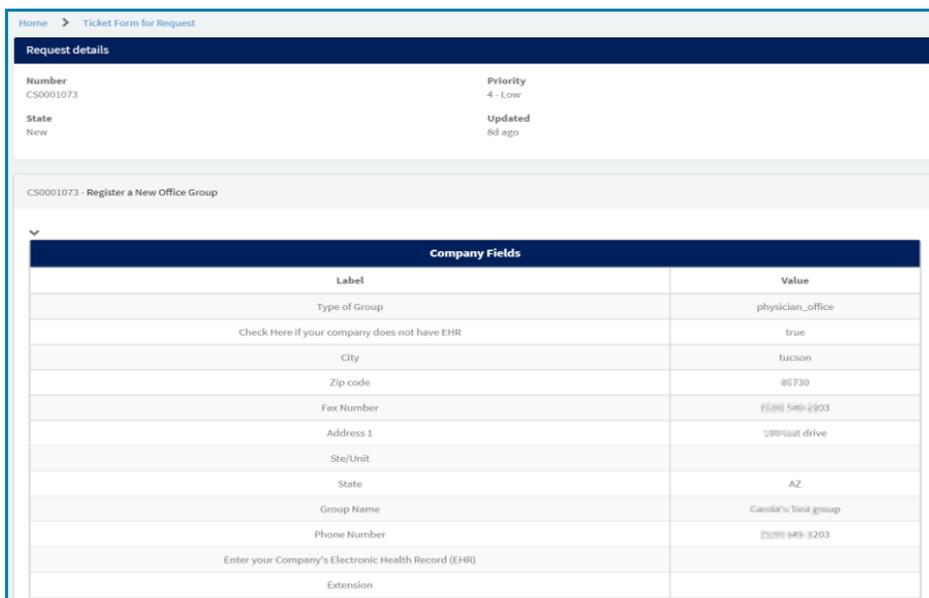
- New users will receive their Portal ID and temporary password via separate encrypted Joiner emails
 - Included in these emails will be instructions to set-up the Azure Multifactor Authentication via Microsoft Authenticator and how to login to the Banner Portal
- If a new user had previous access to Banner systems while working for a different employer within the last 30 days, and an account (Portal ID) under that user's name exists in our system, no Joiner emails will be sent
 - Instead, a validation email will be sent to the group administrator to confirm or decline the user's previous employment
- If the Group Admin declines the previous employment for this user, then the user will receive a new Portal ID and temporary password via separate encrypted Joiner emails
 - Included in these emails will be instructions to set-up the Azure Multifactor Authentication via Microsoft Authenticator and how to login to the Banner Portal
- If the Group Admin confirms the previous employment for this user, then the existing Portal ID will be utilized
 - If the user does not remember their credentials, they will need to contact the helpdesk at 602-747-4444 opt. 3 and request a password reset
- Once application access requests have been processed by the specific Banner application teams, the user will be notified via email with their application user credentials
- If requesting access to Direct Secure Messaging (DSM), the Group Administrator will be notified via email when completed
 - The email will contain Banner's Direct Secure Emails for DSM referral communication
 - The Group Administrator will be asked to send a test DSM message from the practice's EHR
 - Once the "test message" is received by the Banner referral team, a "received" communication will be sent back to the "sender"
 - When test communications have been successfully sent and received, both the community provider practice and Banner Health can begin Direct Secure Messaging communication
- If you receive an error, please connect with your EHR vendor or IT personnel to verify direct secure emails have been listed correctly
- If you need additional support, please contact us at (602) 747-4444 opt. 3
- Adding a new provider to DSM communication: Once accounts have been created for Direct Secure Email referral communication, the Group Administrator will receive an email of completion that the DSM address has been added to the provider's Cerner profile
 - Test email is not required if adding a new provider for DSM communication

Checking the Status of a Request and Connecting with Support

- Log into the Landing Page by clicking on the following link
 - <https://svcnowprod.service-now.com/clinicalconnectivity>
- Click on "My Requests" on the upper right-side toolbar



- When clicking on the Request Number, you will receive an overview/status of your submitted requests. When clicking on the Case Number and then the Request Number, an overview/status of the submitted requests displays



- A listing of all Team members that have been added including their application requests displays

Group members													
First Name	M.I	Last Name	Phone Number	Email Address	Title	Specialty	Suffix	Staff Type	Licensed State	Sate License Number	Cerner Millenium	PACs Synapse	Repor 2 WeE
Test		doctor	(333) 333-3333	test@test.com		neurology	MD	Sponsoring Physician	AZ	12345	true	true	false
Carola	Endman		(520) 649-2203	carolam631@gmail.com			Office Manager	Group Administrator			true	true	false
Michelle	Meser		(222) 222-2222	Michelle.meser@bannerhealth.com		neurology	Surgery Scheduler	Staff			true	true	false
Stanley	Charles		(222) 222-2222	Stanley.Charles@bannerhealth.com		neurology	Surgery Scheduler	Staff			true	true	false
Matt	Hall		(222) 222-2222	matt.hall@bannerhealth.com			Coder	Staff			true	true	false

Clinical Connectivity Request Status Support

At the bottom of the My Request page, the Group Admin can send a message to inquire about the status of the enrollment or request.

Register a New Office Group 📎

Example: Can I get an ETA on when all access will completed?

Send

Clinical Connectivity Administrative Support

Please email Clinical Connectivity Support- <mailto:CCSupport@bannerhealth.com> for questions or issues with:

- The DocuSign process correction/completion/renewal of the DAA
- Provider credential validations
- Group Admin / Physician sponsor change requests
- Clinical Connectivity Access Reviews
- Dormant accounts/ disabled users

Clinical Connectivity Application Support

Please contact our clinical service desk at 602-747-4444 option 3 for assistance with:

Application access and workflow Issues:

- Qventus
- Cerner
- PACS
- DSM
- R2W

Technical Support

Please contact our service desk at 602-747-4444, option 2, to assist with:

- Login credentials
- Password reset
- MFA (Multi Factor Authentication) enrollment
- Citrix Receiver installation
- System troubleshooting

Enrollment and Training Guides

- <https://www.bannerhealth.com/health-professionals/for-physicians/physician-tools/clinical-connectivity/enrollment-and-training-guides>
- For all other questions regarding Clinical Connectivity, please email our Business Development team at BusinessDevelopmentRequests@bannerhealth.com