

# VHP Access QSG – Site Administrator

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# Site Administrator Role & Responsibilities

A site administrator is the person responsible for maintaining a site's records. Every organization must have at least one administrator but there is no limit to the amount of site administrators that an organization may have.

These responsibilities include:

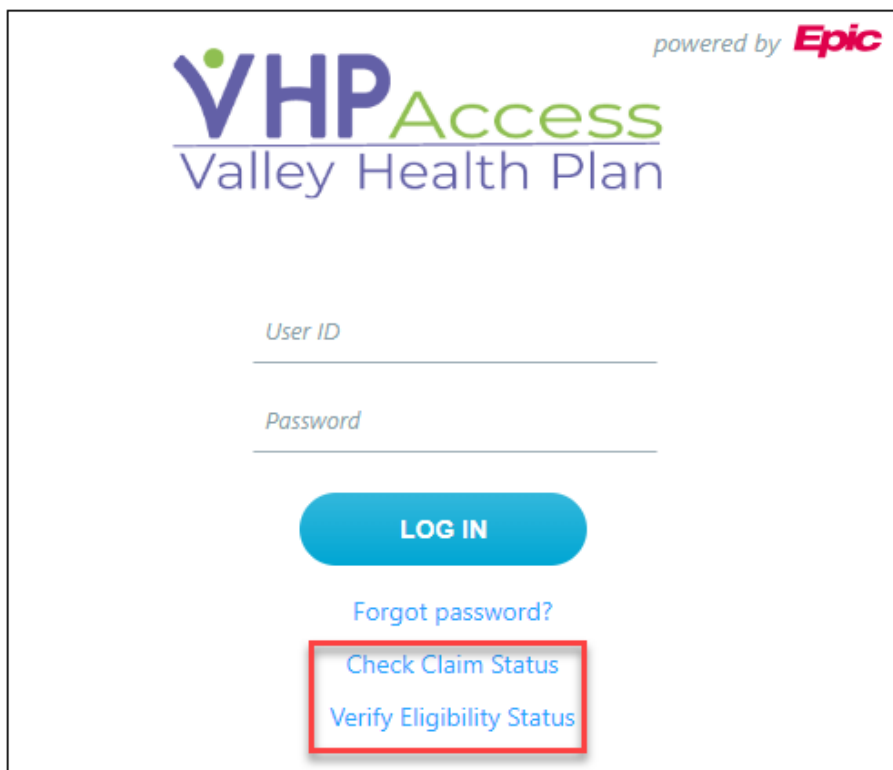
- Site Verification.
- Verifying that user accounts are current.
- Deactivating the accounts of users who are no longer active at the site.
- Unblocking user accounts due to entering incorrect password too many times or inactivity.
- Submitting requests to activate new user accounts.

# Site Administrator for your Newly Contracted Organization

If your organization does not currently have a Site Administrator for the VHP Access provider portal, please email [providerrelations@vhp.sccgov.org](mailto:providerrelations@vhp.sccgov.org). You will then be emailed the **VHP Access Site Administrator Request Form**, which you will need to fill out and return.

Once the VHP Access Request Form has been received by the VHP Provider Relations department, it will be reviewed to verify that your organization is contracted with VHP.

- **If your organization is contracted with VHP**, then your site administrator account will be created, and you will be notified by email once your account has been generated and is active by the Provider Relations Department.
- **If your organization is not contracted with VHP** then you will be notified by email that your organization does not qualify to receive access to the [VHP Access provider portal](#). As a noncontracted provider you can still go to the VHP Access provider portal and check on the status of a submitted claim & verify the eligibility status of a VHP member.



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**VHP** Access  
Valley Health Plan

User ID

Password

**LOG IN**

[Forgot password?](#)

[Check Claim Status](#)

[Verify Eligibility Status](#)



For additional information, review the “**VHP Access QSG - Guest Access**” training guide on the [Valley Health Plan website](#).

# Additional Site Administrator Request

If your organization already has an assigned Site Administrator, you will need to contact your existing Site Administrator to Request a New Account for you and specify for the new account to be a Site Administrator.

If you do not know who your organization's Site Administrator is, you can email [providerrelations@vhp.sccgov.org](mailto:providerrelations@vhp.sccgov.org) to verify if you organization has a designated Site Administrator and who that person is.



You cannot request to be a site admin or find out who the site admin is through the provider portal.

# Site Verification

1. Navigate to the [VHP Access provider portal](#) and sign in.
2. If prompted with the Site Verification notification, click **✓Ok**.
3. Complete the Site Maintenance form.

The screenshot displays the 'Site Verification' interface. At the top, there is a header 'Site Verification' with navigation icons. Below it, the section is titled 'Tapestry Link Patients' with the subtitle 'Users who can log into Tapestry Link'. A table lists users with columns for Active status, Name, Login ID, Provider, Email, Phone, Address, and Last Login. Each 'Active' cell contains 'Yes' and 'No' radio buttons, with a red exclamation mark icon next to the 'No' button. A modal dialog box titled 'Site Verification' is overlaid on the table, containing a red exclamation mark icon and the text: 'Access to Tapestry Link is blocked for all users until Site Verification is complete.' Below the text is an 'OK' button with a green checkmark icon. At the bottom of the interface, there is an 'Acknowledgement' section with a text box and a button labeled 'Acknowledge & Verify' with a green checkmark icon.

Active	Name	Login ID	Provider	Email	Phone	Address	Last Login
Yes No	Cruz, Maria	MARIA.CRUZ	No				
Yes No	Tapestry Link, Administr...	TLADM	No				
Yes No	Tapestry Link, Affiliate S...	TLSTAFF	No				
Yes No	Tapestry Link, Agent	TLAGENT	No				
Yes No	Tapestry, General Extern...	MCPROV...				123 Anywhere St. Veron...	8/31/2023 8:50 AM
Yes No	Tapestry, General Extern...	MCPROV...				123 Anywhere St. Veron...	8/31/2023 8:51 AM
Yes No	Tapestry, General Extern...	MCPROV...				123 Anywhere St. Veron...	8/31/2023 8:51 AM
Yes No	Tapestry, General Extern...	MCPROVIDER04	No		555-5555	123 Anywhere St. Veron...	8/31/2023 8:51 AM
Yes No	Tapestry, General Extern...	MCPROVIDER05	No		555-5555	123 Anywhere St. Veron...	8/31/2023 8:53 AM
Yes No	Tapestry, General Extern...	MCPROVIDER06	No		555-5555	123 Anywhere St. Veron...	
Yes No	Tapestry, General Extern...	MCPROVIDER07	No		555-5555	123 Anywhere St. Veron...	

**Acknowledgement**  
I hereby acknowledge, affirm, and agree that the user and provider information stated here is true, correct, and complete to the best of my knowledge and belief and is furnished in good faith.

Acknowledge & Verify

4. Set the user's Active status to:
  - Yes – If user should be active.
  - No – If user should be deactivated and add a comment as to why.
5. If applicable, verify any facilities and providers.

**Site Verification**

<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Tapestry, General Extern...	MCPROVIDER26	No	555-5555	123 Anywhere St. Veron...	
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Tapestry, General Extern...	MCPROVIDER27	No	555-5555	123 Anywhere St. Veron...	
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Tapestry, General Extern...	MCPROVIDER28	No	555-5555	123 Anywhere St. Veron...	
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Tapestry, General Extern...	MCPROVIDER29	No	555-5555	123 Anywhere St. Veron...	
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Tapestry, General Extern...	MCPROVIDER30	No	555-5555	123 Anywhere St. Veron...	1/24/2023 3:58 PM
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Tapestry, Lauren Provid...	MCPROVIDER	Yes <sup>e</sup>	555-5555	123 Anywhere St. Veron...	11/20/2023 1:07 PM
<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> ⓘ	Ybarro, Ann	ANN.YBARRO	No			12/5/2023 12:47 PM

Providers for this group

Associated	Name	Provider ID	User	Phone (Primary)	Fax (Primary)	Address (Primary)
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Tapestry, Inpatient Externa...	E1000001	No	555-555-5555		123 Anywhere Street Vero... <input type="button" value="v"/>
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Tapestry, Lauren Provider, ...	E1000000	Yes <sup>e</sup>	222-222-2222		456 Nowhere Blvd MADIS... <input type="button" value="v"/>
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Tapestry, Physical Therapi...	E1000003	No	555-555-5555		123 Anywhere Street Vero... <input type="button" value="v"/>
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Tapestry, Specialties Exter...	E1000002	No	555-555-5555		123 Anywhere Street Madi... <input type="button" value="v"/>

**Acknowledgement**  
I hereby acknowledge, affirm, and agree that the user and provider information stated here is true, correct, and complete to the best of my knowledge and belief and is furnished in good faith.

Acknowledge & Verify

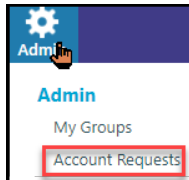
6. Once verification is complete, select  **Acknowledge & Verify** to submit the Site Verification form.



# New User Request

Site Administrators can only create a New User Request. Any submitted new user requests are then reviewed by VHP to have the account created.

## Create a New User Request

1. Click the  **Admin** toolbar button.
2. Select **Account Requests**.




3. Click **+ Request New Account**.
4. Select the appropriate user type of **Provider** or **Non-Clinician**.
5. Fill out all  **Required Fields**.
  - Enter name in requested format of Last Name, First Name.
    - Make sure you have a comma after the last name and then a space before entering the first name.
  - Make sure the email is typed correctly & is unique.
    - The system does not allow the same email address to be assigned to more than one user account.
  - Highly Recommended to include the user's phone number for support issues.
  - If User needs access to multiple "sites" then you can enter this request into the Comment section of your request by entering the TIN#'s for each organization, they require access to.
  - If account should have site administrator privileges, make sure to check the Site Administrator box.
6. Click  **Submit Request**.
7. You will then be given the Confirmation Reference#.

## Notification of New Account Creation

Once the New Account has been created the new user will be notified by email.




1. An Email will be sent to the New User's provided email address with instructions on how to open an SCCSECURE email as a pdf attachment.
2. An SCCSECURE Email is sent to the New User that will let them know their Username & Password for the VHP Access provider portal.
3. Highly recommended for the new user to immediately set up their password challenge questions to be able to utilize the forgot password link.

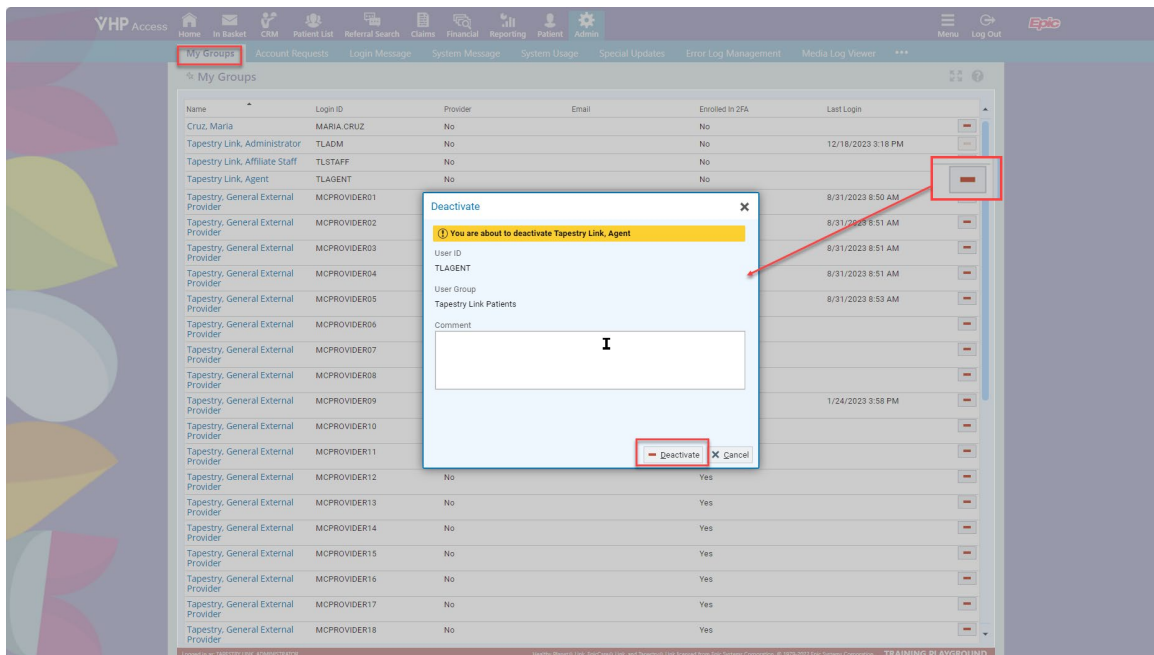
## Check on the Status of New User Request

1. Click the  **Admin** toolbar button.
2. Select **Account Requests**.
3. Highlight the Account Request you want to check the status of and view the information in the viewer at the bottom of the screen.

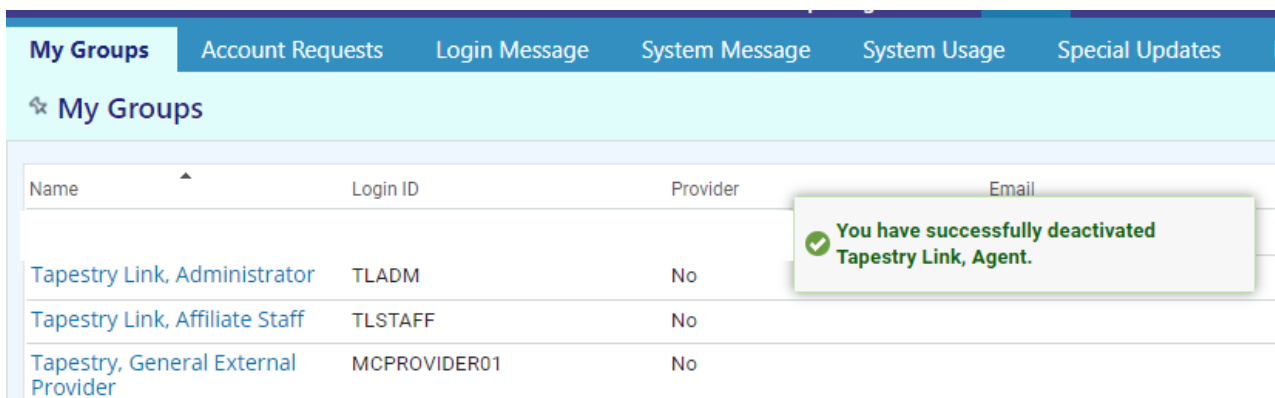


# User Deactivation

1. Click the  **Admin** toolbar button.
2. Select **My Groups**.
3. If you manage multiple groups, select the group from the dropdown that is associated to the User you will be deactivating.
4. Once you found the User to deactivate, select the  red minus sign from that User's row.
5. Enter in a comment on the pop-up screen as to why this User is being deactivated.
6. Then click the  **Deactivate** button.





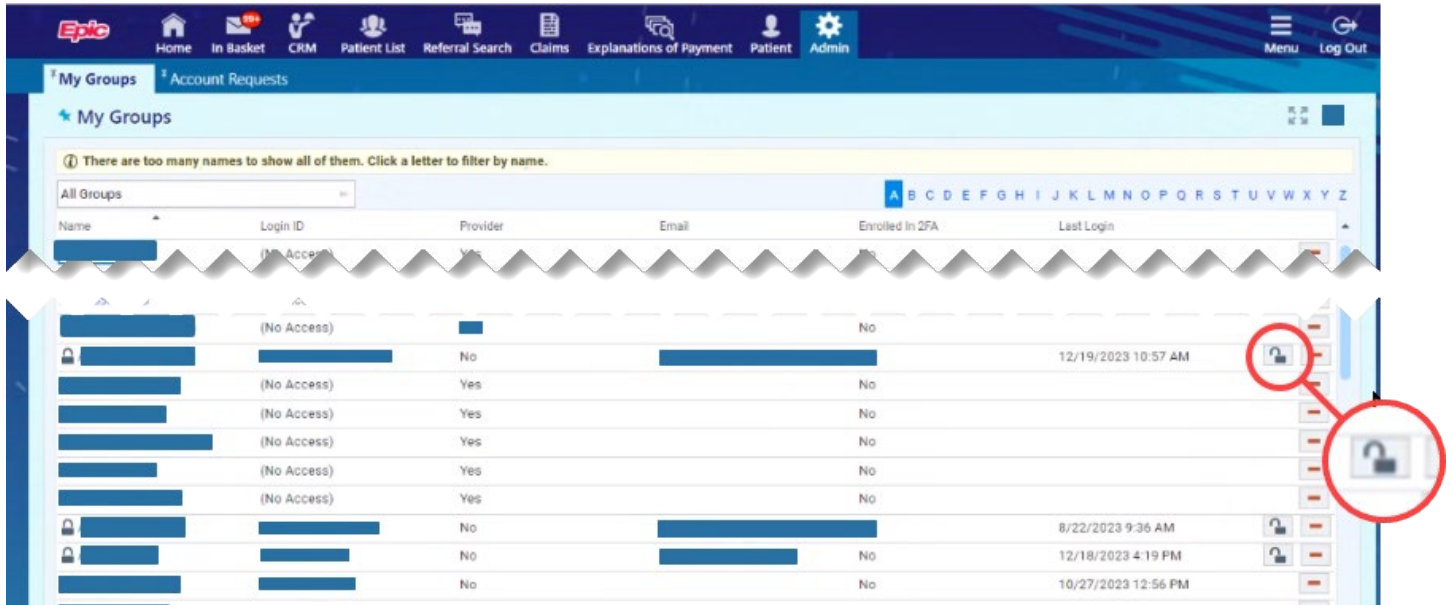
7. A pop up will appear to notify you that the User was successfully deactivated.



# Unblock a User Account

A user account may be blocked due to entering an incorrect password too many times or due to inactivity. A Site Administrator can unblock these user accounts.

1. Click the  **Admin** toolbar button.
2. Select **My Groups**.
3. Click the  Unlock icon to unblock the account.



# User Password Reset

- **If user has previously set up their password challenge questions, they can click on the forgot password link and reset it themselves.**
- **If a user has not set up their challenge questions, they would need to email [providerrelations@vhp.sccgov.org](mailto:providerrelations@vhp.sccgov.org).** In the email they will need to provide their username, email address & phone number. Provider relations will then submit a ticket on behalf of the user for IT to reset their password.

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**VHP** Access  
Valley Health Plan

User ID

Password

LOG IN

**Forgot password?**

Check Claim Status

Verify Eligibility Status

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