

PROVIDER MEMO

Date: February 3, 2023

Subject: You Can Log into VHP Access Now!

Dear Site Administrator,

Valley Health Plan (VHP) is launching Epic Tapestry's provider portal – branded as **VHP Access** – on March 1, 2023, as a replacement to VHP's current Valley Express system. You have been identified as the Site Administrator for your organization. The **Site Administrator** is the primary contact working with VHP to manage user adds, terminations and modifications to a user's access.

During the transition, it is important that VHP configure the system to allow users to access the system and to confirm the role each user will perform. Effective 02/03/2023, VHP Access will be available for provisioning of user accounts for your organization. Instructions for you to log into VHP Access are set forth below:

- 1. Log into VHP Access at: www.vhpaccess.org.**
- 2. Sign into the portal with the following information:**
Username: FIRSTNAME.LASTNAME
Temporary Password: Welcome2vhpaccess!
(You will be asked to change your temporary password once you log into VHP Access.)
- 3. Agree to the terms of the VHP Access User Agreement.**

4. Determine the security access level for each user. Access levels are described below:

Role	Description of Role	Activities
Non-Clinician	This access level is most appropriate for individuals who perform patient registration or other administrative functions.	In Basket and CRM Communications Coverage and Benefits Chart Access Claims Entry and Review Explanation of Payment from Capitation, if applicable Referral Entry and Review
Clinician	This access level is appropriate for physicians and clinicians who render direct patient care.	In Basket and CRM Communications Coverage and Benefits Chart Access Clinical Review & Care Management Referral Entry and Review New Account Request

5. To provision user accounts, the following information is required:

First Name	Clinic/Site Name
Last Name	Address
Job Title	City
CA License, if applicable	State
Email Address	Zip Code
Telephone Number	Telephone Number
Fax Number	Fax Number

To affect a smooth transition, please request an account for each user in your organization **no later than 02/24/2023**.



www.valleyhealthplan.org

Once a user's account has been requested, each user will receive a notification from VHP to activate their account. Please note that if you do not request user accounts by the launch of **VHP Access, March 1, 2023, users will not be able to access their accounts to conduct important activities on behalf of your organization.**

Following user account creation, VHP will offer live and virtual training sessions to individuals you have identified as users of **VHP Access**. VHP will share more information regarding the **VHP Access** portal launch and training opportunities over the next several weeks.

If you have any questions, please contact VHP Provider Relations at 408-885-2221 or email: providerrelations@vhp.sccgov.org.

Thank you in advance for your collaboration with VHP to ensure a smooth transition to the new portal.