

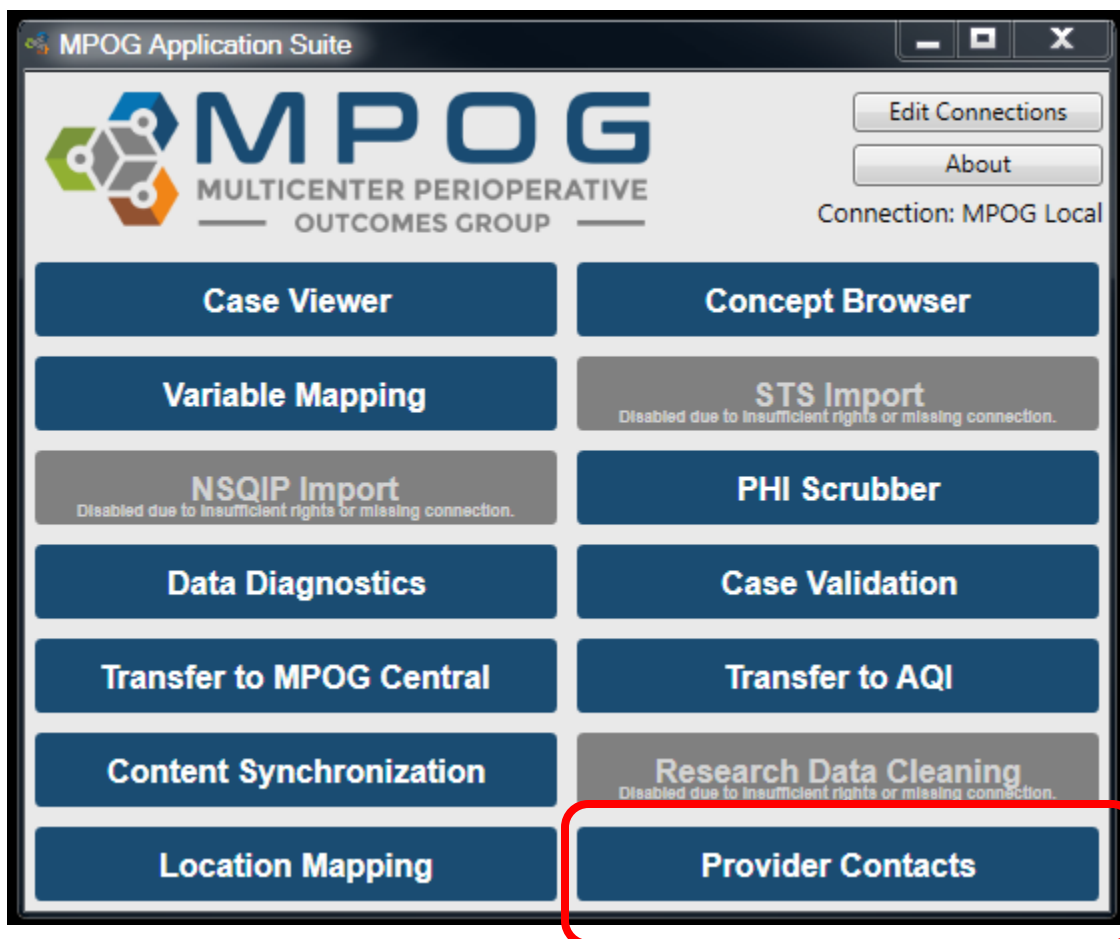
Chapter 11: Provider Contacts

Provider Contacts Overview

The Provider Contacts Tool allows ASPIRE sites to update provider information for the purpose of sending feedback emails. For those sites participating with the MPOG QCDR, this tool is also used to send consents to providers for submitting data to CMS. If opting out of ASPIRE and the feedback emails, the Provider Contacts tool does not need to be populated. It is important to note that the Provider Contacts tool cannot be populated until data has been submitted to MPOG Central. There will be no case information available until a site has successfully transferred to the Coordinating Center.

1. Access Provider Contacts via the MPOG Suite or via the link:

<https://www.aspirecqi.org/AppSuite//UserManagement/Index/>



2. Clicking on the link will open the login screen. An additional level of access is needed to populate the User Management Tool. If your ASPIRE username and password does not work at this point, please contact the coordinating center (mpog-quality@med.umich.edu) to obtain access.



MPOG
MULTICENTER PERIOPERATIVE
OUTCOMES GROUP

Login to ASPIRE

Hello Welcome to ASPIRE. Log in with your username and password below.

User Name

Password

 Login

[Forgot your password?](#)

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HEALTHCARE TECHNOLOGY

An audit trail of all user activity is maintained for this system as it provides access to protected health information. Authorized access is limited only to those with a need to know for the purposes of patient care, billing, medical records review, or quality assurance.

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3. Upon login, the web application will display as follows:

Provider Contact Information User Management Tool

Institution:

[Excel / CSV Import](#) [Batch Activation](#)

Show 10 entries at a time [Export](#)

Search: Send Feedback?: All Staff Role: All Show all AIMS_Staff_IDs

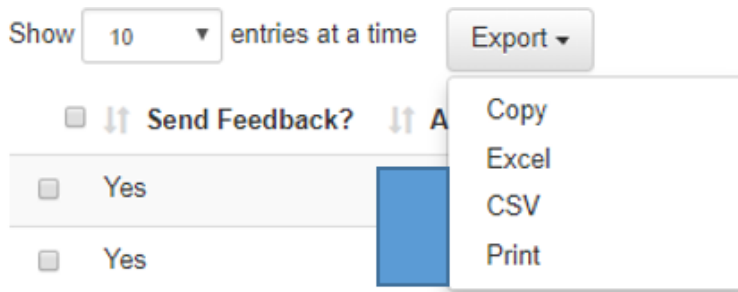
<input type="checkbox"/>	<input type="checkbox"/> Send Feedback?	<input type="checkbox"/> AIMS Staff ID	<input type="checkbox"/> First Case Date	<input type="checkbox"/> Last Case Date	<input type="checkbox"/> Case Count	<input type="checkbox"/> Mapped Staff Role	<input type="checkbox"/> Staff Role	<input type="checkbox"/> First Name	<input type="checkbox"/> Last Name	<input type="checkbox"/> Email Address	<input type="checkbox"/> NPI	<input type="checkbox"/> TIN (Opt.)	<input type="checkbox"/> MOCA4	<input type="checkbox"/> Account Status
<input type="checkbox"/>	Yes		6/5/2018	9/30/2018	143	Resident	Resident	Click to Edit	Click to Edit	Click to Edit	Click to Edit	Click to Edit	No	Account does not exist
<input type="checkbox"/>	Yes		6/5/2018	9/30/2018	120	Resident	Resident	Click to Edit	Click to Edit	Click to Edit	Click to Edit	Click to Edit	No	Account does not exist
<input type="checkbox"/>	Yes		5/2/2018	9/29/2018	193	Resident	Resident	Click to Edit	Click to Edit	Click to Edit	Click to Edit	Click to Edit	No	Account does not exist
<input type="checkbox"/>	Yes		5/2/2018	9/29/2018	155	Resident	Resident	Click to Edit	Click to Edit	Click to Edit	Click to Edit	Click to Edit	No	Account does not exist
<input type="checkbox"/>	Yes		6/1/2018	9/28/2018	114	Resident	Resident	Click to Edit	Click to Edit	Click to Edit	Click to Edit	Click to Edit	No	Account does not exist
<input type="checkbox"/>	Yes		7/3/2018	9/28/2018	87	Resident	Resident	Click to Edit	Click to Edit	Click to Edit	Click to Edit	Click to Edit	No	Account does not exist
<input type="checkbox"/>	Yes		7/2/2018	9/28/2018	194	CRNA	CRNA	Click to Edit	Click to Edit	Click to Edit	Click to Edit	Click to Edit	No	Account does not exist
<input type="checkbox"/>	Yes		5/7/2018	9/28/2018	161	Resident	Resident	Click to Edit	Click to Edit	Click to Edit	Click to Edit	Click to Edit	No	Account does not exist
<input type="checkbox"/>	Yes		6/5/2018	9/28/2018	110	Resident	Resident	Click to Edit	Click to Edit	Click to Edit	Click to Edit	Click to Edit	No	Account does not exist
<input type="checkbox"/>	Yes		5/2/2018	9/28/2018	188	Resident	Resident	Click to Edit	Click to Edit	Click to Edit	Click to Edit	Click to Edit	No	Account does not exist

Showing 1 to 10 of 138 entries

Previous 1 2 3 4 5 ... 14 Next

4. The *AIMs Staff ID*, *First Case Date*, *Last Case Date*, *Case Count*, *Mapped Staff Role*, and *Staff Role* columns of the User Management Tool (Provider Contacts) will be auto-populated based upon case information in the MPOG database. The technical team lead at your site as they should be able to assist with pulling the corresponding names for the AIMS Staff IDs listed. To send the technical lead a list of the AIMS Staff IDs, it may be useful to export the current list from the Provider Contacts tool. To do so, click on ‘Export,’ and select ‘Excel’ or ‘CSV,’ whichever format you prefer. The list will then export to an Excel or CSV document that you can send on to retrieve additional provider information such as first names, last names, and NPIs.

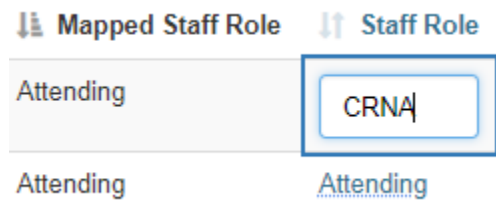
Please note: this export cannot be imported in the same format. There is an option to import an Excel document using the template found under ‘Excel/CSV Import.’ See step 11 for import instructions.



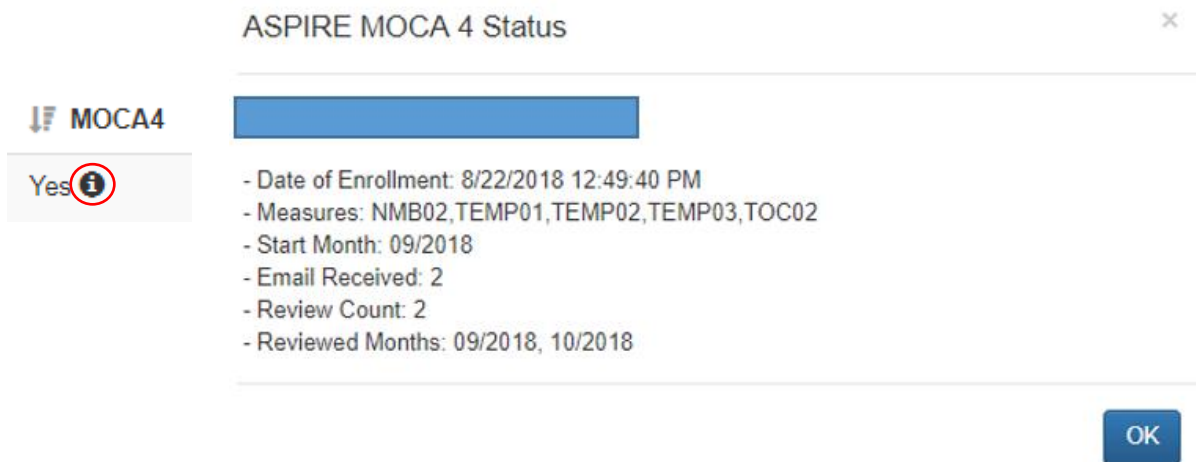
5. Once the AIMS Staff ID has been linked to an individual, please update the remaining 4 columns (shown below) with the appropriate information- First Name, Last Name, Email, National Provider Identification (NPI) number. Only rows with active provider information need to be completed- i.e. providers who have left the organization (inactive) do not need to populate the historical data.

First Name	Last Name	Email Address	NPI	TIN (Opt.)	MOCA4	Account Status
Click to Edit	Click to Edit	Click to Edit	Click to Edit	Click to Edit	No	Account does not exist
Click to Edit	Click to Edit	Click to Edit	Click to Edit	Click to Edit	No	Account does not exist
Click to Edit	Click to Edit	Click to Edit	Click to Edit	Click to Edit	No	Account does not exist
Click to Edit	Click to Edit	Click to Edit	Click to Edit	Click to Edit	No	Account does not exist
Click to Edit	Click to Edit	Click to Edit	Click to Edit	Click to Edit	No	Account does not exist
Click to Edit	Click to Edit	Click to Edit	Click to Edit	Click to Edit	No	Account does not exist
Click to Edit	Click to Edit	Click to Edit	Click to Edit	Click to Edit	No	Account does not exist
Click to Edit	Click to Edit	Click to Edit	Click to Edit	Click to Edit	No	Account does not exist
Click to Edit	Click to Edit	Click to Edit	Click to Edit	Click to Edit	No	Account does not exist

6. Some sites have a single AIMS variable for anesthesia providers that is then mapped to the MPOG staff role concept: **Staff Level – Unable to Determine Anesthesia Provider**. In these instances, MPOG will display ‘Unknown’ in the ‘Mapped Staff Role’ column and rely on the site to populate the actual staff role in the seventh column. This allows for provider feedback to include comparisons by role. If the ‘Staff Role’ and the ‘Mapped Staff Role’ columns match and are indicative of the providers’ actual roles in the clinical setting, no additional entry is required for the ‘Staff Role’ column. If the ‘Mapped Staff Role’ column is displaying incorrectly for a provider, you can update the ‘Staff Role’ directly within the user management tool (i.e. if the mapped staff role displaying for a CRNA is “Attending” you can update it to read “CRNA” under the staff role column).

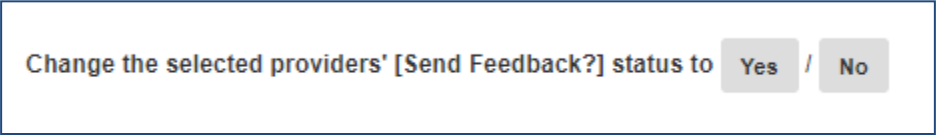


7. Information regarding a provider’s MOCA 4 Status is also available through the user management tool by clicking the information icon within the MOCA column.



Managing Feedback Email Recipients

8. An 'Active' provider is defined as one who receives feedback emails. To update a provider's status to Active or Inactive, click the selection box on left hand side. A prompt will then show in the bottom left corner where you can click Yes or No to update provider status. See image below.

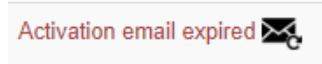


You can change the status for multiple providers by selecting multiple rows or select all rows by clicking the top box next to "Send Feedback"

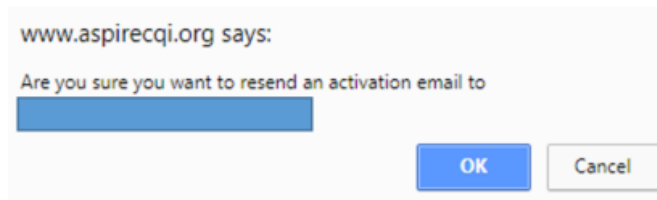
Send Feedback?	AIMS Staff ID	First Case Date	Last Case Date	Case Count	Mapped Staff Role	Staff Role	First Name	Last Name	Email Address	NPI	TIN (Opt.)	MOCA4	Account Status
<input checked="" type="checkbox"/>		6/5/2018	9/30/2018	143	Resident	Resident	Click to Edit	Click to Edit	Click to Edit	Click to Edit	Click to Edit	No	Account does not exist
<input type="checkbox"/>		6/5/2018	9/30/2018	128	Resident	Resident	Click to Edit	Click to Edit	Click to Edit	Click to Edit	Click to Edit	No	Account does not exist
<input checked="" type="checkbox"/>		5/2/2018	9/29/2018	193	Resident	Resident	Click to Edit	Click to Edit	Click to Edit	Click to Edit	Click to Edit	No	Account does not exist
<input checked="" type="checkbox"/>		5/2/2018	9/29/2018	155	Resident	Resident	Click to Edit	Click to Edit	Click to Edit	Click to Edit	Click to Edit	No	Account does not exist

9. Further details regarding Account Status are shown for each provider in the last column:

- *Activated:* Activation email has been sent and provider has successfully set up their account.
- *Not Activated:* Activation email has not been sent
- *Activation Email Sent:* Activation email send successfully. Provider has yet to click on the activation link to set up his or her account.
- *Activation email expired* - To resend an activation email, click in last column and follow the prompt.



Account Status
Account does not exist
Account does not exist
Account does not exist
Account does not exist
Account does not exist
Account does not exist
Activated
Activation email expired
Activated
Activation email expired



10. To send an activation email to all providers who have yet to receive one and to those who have let their activation email expire, you can use the Batch Activation button in the top right corner

The screenshot shows a web interface with a table of providers. At the top right, there are two buttons: 'Excel / CSV Import' and 'Batch Activation'. The 'Batch Activation' button is highlighted with a red box. Below the buttons is a search bar with three dropdown menus: 'Send Feedback?: All', 'Staff Role: All', and 'Show all AIMS_Staff_IDs'. The table has five columns: 'Email Address', 'NPI', 'TIN (Opt.)', 'MOCA4', and 'Account Status'. Each row contains a 'Click to Edit' link for the first three columns, 'No' for MOCA4, and 'Account does not exist' for Account Status, followed by a person icon and an envelope icon.

Click “Send” when prompted to do so:

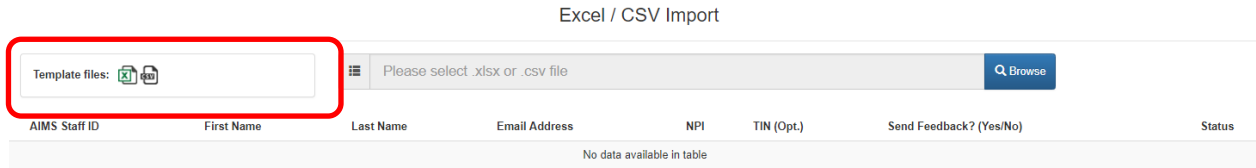
The dialog box is titled 'Batch activation?' and contains the following text: 'By clicking ‘Send’ below, MPOG will send activation emails to all providers flagged to receive feedback emails in the Provider Contacts tool and: - Do not have an activated account for accessing the MPOG dashboards - The first and last names and email addresses have been populated.' At the bottom of the dialog box are two buttons: 'Cancel' and 'Send'.

Mass Import

11. To update information for a large group of providers, importing using the provided templates may be the best option. To access the templates, click on the ‘Excel/CSV Import’ button in the right corner of the web page.

The screenshot shows a web interface with two buttons: 'Excel / CSV Import' and 'Batch Activation'. The 'Excel / CSV Import' button is highlighted with a red box. Below the buttons is a search bar with three dropdown menus: 'Send Feedback?: All', 'Staff Role: All', and 'Show all AIMS_Staff_IDs'.

12. The Excel/CSV import page will then open. Templates can be found in the left corner of the new page. Select the format you wish to use for import. The import tool will only accept files using one of these two templates. **Errors will result from using a modified version of either of these templates.**



13. Update the template with the provider information and save to your computer. Return to the Excel/CSV Import page, select ‘Browse’ and locate the file on your computer and click ‘Open.’ The Provider Contacts tool will begin to update information from the selected file and will notify of any errors. Correct any errors as needed and then click ‘Submit.’

Multiple AIMS Staff IDs

14. Sites who convert from MPOG’s Legacy Production method to Import Manager may see 2 AIMS Staff IDs listed for each provider in the provider contacts tool. To manage the AIMS Staff IDs affiliated with Import Manager only, select ‘Hide old AIMS_Staff_IDs’ in the dropdown menu seen below.

