



# Provider Contacts Tool

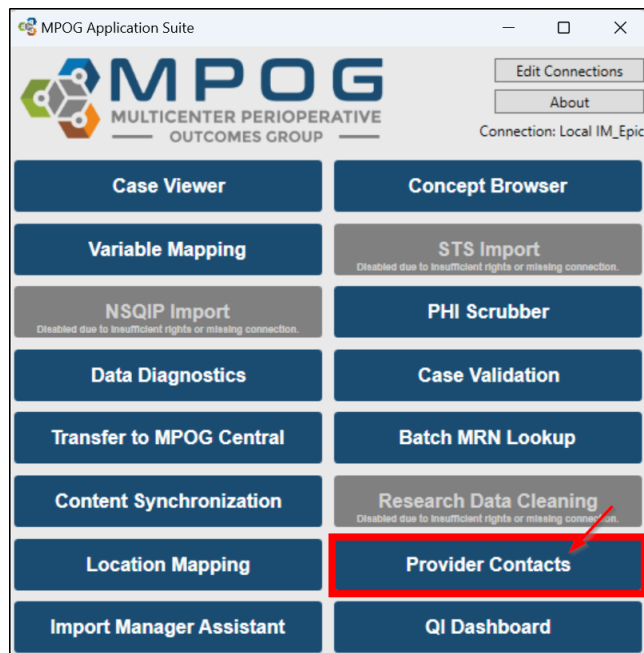


# Provider Contacts Overview

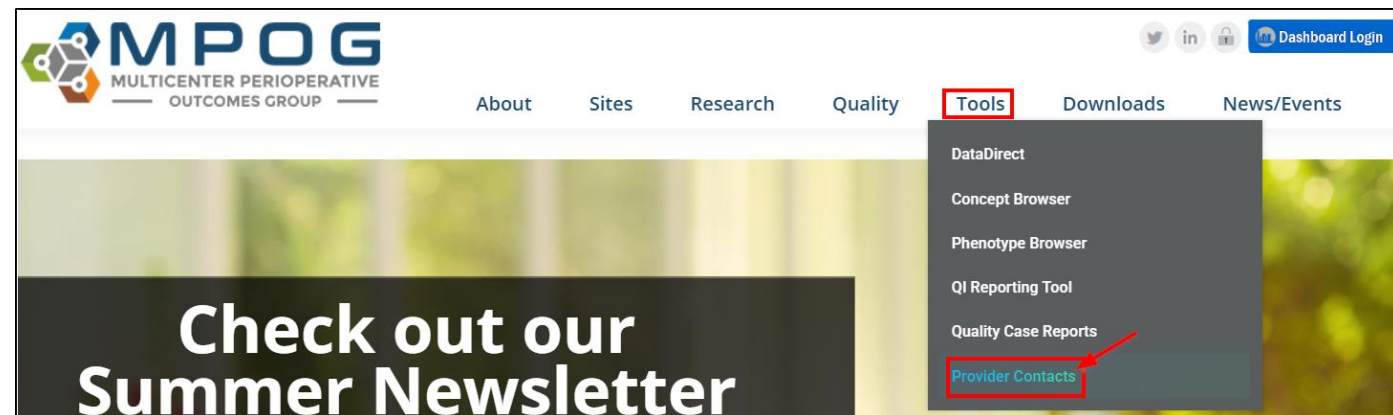
- Provider Contacts, often referred to as ‘User Management Tool’, allows MPOG sites to manage provider accounts and **update provider information** for the purpose of sending feedback emails.
- **Displays provider information** across multiple database instances.
- Generates **individualized provider dashboards**.
- NOTE: The Provider Contacts tool cannot be populated until data has been submitted to MPOG Central. Provider information will only become available after a site has successfully transferred their data to the Coordinating Center.

# Accessing Provider Contacts

## MPOG Desktop Application Suite

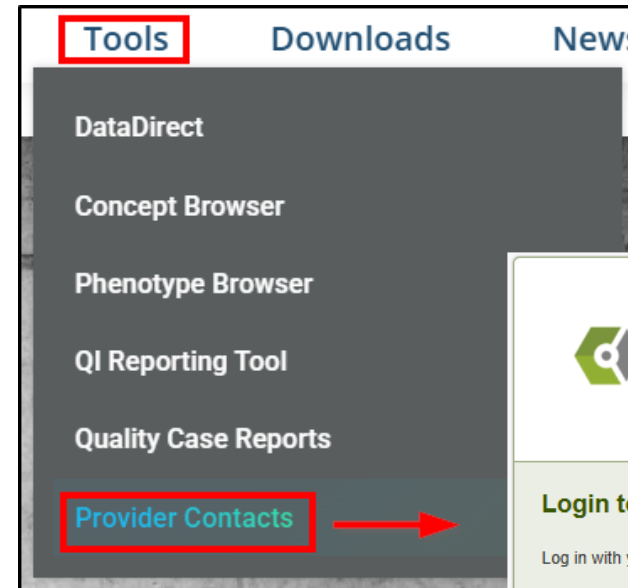


## [MPOG website](#)



# Accessing Provider Contacts

- On the [MPOG website](#), click on
  - **Tools** menu >
  - **Provider Contacts** hyperlink >
  - **Login to MPOG** window >
  - Fill in **Username and Password** >
  - Click **Login**.
- If your **MPOG** username and password do not grant access at this stage, please contact the Coordinating Center at [support@mpog.zendesk.com](mailto:support@mpog.zendesk.com) to request the necessary permissions.

A screenshot of the MPOG login page. At the top is the MPOG logo, which consists of a stylized hexagon made of smaller hexagons in green, blue, and orange, followed by the text 'MPOG' in large blue letters and 'MULTICENTER PERIOPERATIVE OUTCOMES GROUP' in smaller blue letters below it. Below the logo is the heading 'Login to MPOG' in green. Underneath is the instruction 'Log in with your username and password below.' There are two input fields: one for 'Username' with a person icon on the left, and one for 'Password' with a magnifying glass icon on the left. Below these fields is a 'Login' button with a lock icon. At the bottom of the form is a link that says 'Forgot your password?' with a question mark icon.

# Provider Contacts Tool Components

# Introducing the Provider Contacts Tool

- Displays individual anesthesia provider data using various filtering and display options
  - Database Instance
  - Provider Feedback Email Status
  - Provider Roles: Attending, Resident, Fellow, CAA, CRNA, SRNA
- Actions Available:
  - Update provider details (Role, Name, email address, NPI)
  - Configure which providers receive feedback emails
  - Import/Export provider data using Excel or CSV
- Additional individual provider information displayed
  - MOCA enrollment and status information
  - First/Last Case Dates
  - Case Counts

# Introducing the Provider Contacts Tool

Select your Institution (Database Instance)

Export an excel/csv of your provider data to update/modify provider information

Upload the excel/csv previously exported to apply the updated provider data

Send account activation emails in batch form

Various Filters to help narrow down to a focused list of providers

Update to see more rows at a time.

## Provider Contact Information

Institution: University of Michigan Health - Ann Arbor

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

Search: Database Instance?: All Send Feedback?: All Role: Attending/Resident/Fellow/CAA/CRNA/SRNA Show all AIMS\_Staff\_IDs

| <input type="checkbox"/> | Send Feedback? | Database Instance                         | Email Groups                         | AIMS Staff ID | Mapped Staff Role   | Staff Role                          | First Name               | Last Name                           | Email Address                 | NPI                           | First Case Date | Last Case Date | Case Count | MOCA4 | Account Status         |
|--------------------------|----------------|-------------------------------------------|--------------------------------------|---------------|---------------------|-------------------------------------|--------------------------|-------------------------------------|-------------------------------|-------------------------------|-----------------|----------------|------------|-------|------------------------|
| <input type="checkbox"/> | Archive        | University of Michigan Health - Ann Arbor | University of Michigan Health System |               | Anesthesia Resident | <a href="#">Anesthesia Resident</a> | <a href="#">OB seven</a> | <a href="#">ZzReadily Available</a> |                               | <a href="#">Click to Edit</a> | 11/13/2005      | 3/12/2023      | 1929       | No    | Account does not exist |
| <input type="checkbox"/> | Archive        | University of Michigan Health - Ann Arbor | University of Michigan Health System |               | Anesthesia Resident | <a href="#">Anesthesia Resident</a> | <a href="#">OB 17</a>    | <a href="#">ZzReadily Available</a> | <a href="#">Click to Edit</a> | <a href="#">Click to Edit</a> | 5/12/2006       | 3/12/2023      | 1456       | No    | Account does not exist |
| <input type="checkbox"/> | Archive        | University of Michigan Health - Ann Arbor | University of Michigan Health System |               | Anesthesia Resident | <a href="#">Anesthesia Resident</a> | <a href="#">OB eight</a> | <a href="#">ZzReadily Available</a> |                               | <a href="#">Click to Edit</a> | 11/13/2005      | 3/12/2023      | 2009       | No    | Account does not exist |

# Introducing the Provider Contacts Tool

**Provider Contact Information**

**Institution:** University of Michigan Health - Ann Arbor

Excel / CSV Import Batch Activation

Show 10 entries at a time Export

Search: Database Instance?: All Send Feedback?: All Role: Attending/Resident/Fellow/CAA/CRNA/SRNA Show all AIMS\_Staff\_IDs

Provider Roles to select:  
Attending, Resident, Fellow, CAA, CRNA, SRNA

Provider case data

| Send Feedback?                   | Database Instance                         | Email Groups                         | AIMS Staff ID | Mapped Staff Role   | Staff Role          | First Name | Last Name           | Email Address | NPI           | First Case Date | Last Case Date | Case Count | MOCA4 | Account Status         |
|----------------------------------|-------------------------------------------|--------------------------------------|---------------|---------------------|---------------------|------------|---------------------|---------------|---------------|-----------------|----------------|------------|-------|------------------------|
| <input type="checkbox"/> Archive | University of Michigan Health - Ann Arbor | University of Michigan Health System |               | Anesthesia Resident | Anesthesia Resident | OB seven   | ZzReadily Available |               | Click to Edit | 11/13/2005      | 3/12/2023      | 1929       | No    | Account does not exist |
| <input type="checkbox"/> Archive | University of Michigan Health - Ann Arbor | University of Michigan Health System |               | Anesthesia Resident | Anesthesia Resident | OB 17      | ZzReadily Available | Click to Edit | Click to Edit | 5/12/2006       | 3/12/2023      | 1456       | No    | Account does not exist |
| <input type="checkbox"/> Archive | University of Michigan Health - Ann Arbor | University of Michigan Health System |               | Anesthesia Resident | Anesthesia Resident | OB eight   | ZzReadily Available |               | Click to Edit | 11/13/2005      | 3/12/2023      | 2009       | No    | Account does not exist |

Configure which providers receive feedback emails;

Database Instance

Can update provider details manually

MOCA enrollment and status information

MPOG Account Status

# Column Definitions

|                |                   |              |               |                   |            |            |           |               |     |                 |                |            |       |                |
|----------------|-------------------|--------------|---------------|-------------------|------------|------------|-----------|---------------|-----|-----------------|----------------|------------|-------|----------------|
| Send Feedback? | Database Instance | Email Groups | AIMS Staff ID | Mapped Staff Role | Staff Role | First Name | Last Name | Email Address | NPI | First Case Date | Last Case Date | Case Count | MOCA4 | Account Status |
|----------------|-------------------|--------------|---------------|-------------------|------------|------------|-----------|---------------|-----|-----------------|----------------|------------|-------|----------------|

| COLUMN                 | DEFINITION                                                                                                                                                                                                                                                                                  |
|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Send Feedback?         | Indicates whether the provider is set to receive feedback emails: <ul style="list-style-type: none"> <li>• Yes – Feedback emails will be sent</li> <li>• No – Feedback emails will not be sent</li> <li>• Archive – Feedback emails will not be sent; Inactive provider instance</li> </ul> |
| Database Instance      | The database where the provider/case information were uploaded from                                                                                                                                                                                                                         |
| Email Groups           | Email distribution groups the provider belongs to                                                                                                                                                                                                                                           |
| AIMS Staff Identifiers | <ul style="list-style-type: none"> <li>• AIMS Staff ID – Unique staff identifiers configured by site technical team</li> <li>• NPI – Provider’s National Provider Identifier; Editable NPI field</li> </ul>                                                                                 |
| Provider Role          | <ul style="list-style-type: none"> <li>• Mapped Staff Role – Role derived from case data</li> <li>• Staff Role – Editable role field; overrides mapped staff role if different</li> </ul>                                                                                                   |
| Case Information       | <ul style="list-style-type: none"> <li>• First Case – Provider's earliest case uploaded to MPOG</li> <li>• Last Case – Provider's most recent case uploaded to MPOG</li> <li>• Case Count – Provider's total cases uploaded to MPOG</li> </ul>                                              |
| MOCA4                  | Indicates the provider’s MOCA Part IV status: <ul style="list-style-type: none"> <li>• Yes – Has enrolled in MOCA</li> <li>• No – Has not enrolled in MOCA</li> </ul>                                                                                                                       |
| Account Status         | Status of the provider's MPOG account                                                                                                                                                                                                                                                       |

# MOCA 4 Status

- Information regarding a provider's MOCA 4 Status is also available using the Provider Contact tool by clicking the information icon within the MOCA column

The diagram illustrates the process to view a provider's MOCA 4 Status. On the left, a table with a 'MOCA4' column is shown. The first row has a 'Yes' status, and the information icon (i) next to it is highlighted with a red box. A red arrow points from this icon to a pop-up window titled 'ASPIRE MOCA 4 Status'. The pop-up window displays the following information:

- Provider Name: [REDACTED] (info@med.umich.edu)
- Date of Enrollment: [REDACTED]
- Measures: NMB01, NMB02, TEMP01, TEMP02, TEMP03
- Start Month: 03/2018
- Email Received: 87
- Attestation Count: 7
- Attested Months: 04/2018, 05/2018, 07/2018, 09/2018, 05/2019, 06/2019, 11/2019

An 'OK' button is located at the bottom right of the pop-up window.

# Provider Contact Data Elements

# Provider Data Elements

- The following columns can be **manually updated** directly within the application by simply clicking the data fields in 'blue'.
- All fields in the blue hyperlink section are required for sending provider feedback email.

MPOG  
MULTICENTER PERIOPERATIVE  
OUTCOMES GROUP

Provider Contact Information

Institution: University of Michigan Health - Ann Arbor

Excel / CSV ImportBatch Activation

Show 10 entries at a timeExport

Search: Database Instance?: AllSend Feedback?: AllRole: Attending/Resident/Fellow/CAA/CRNA/SRNAShow all AIMS\_Staff\_IDs

| <input type="checkbox"/> | Send Feedback? | Database Instance                         | Email Groups                         | AIMS Staff ID | Mapped Staff Role   | Staff Role          | First Name | Last Name           | Email Address | NPI           | First Case Date | Last Case Date | Case Count | MOCA4 | Account Status         |
|--------------------------|----------------|-------------------------------------------|--------------------------------------|---------------|---------------------|---------------------|------------|---------------------|---------------|---------------|-----------------|----------------|------------|-------|------------------------|
| <input type="checkbox"/> | Archive        | University of Michigan Health - Ann Arbor | University of Michigan Health System |               | Anesthesia Resident | Anesthesia Resident | OB seven   | ZzReadily Available |               | Click to Edit | 11/13/2005      | 3/12/2023      | 1929       | No    | Account does not exist |
| <input type="checkbox"/> | Archive        | University of Michigan Health - Ann Arbor | University of Michigan Health System |               | Anesthesia Resident | Anesthesia Resident | OB 17      | ZzReadily Available | Click to Edit | Click to Edit | 5/12/2006       | 3/12/2023      | 1456       | No    | Account does not exist |
| <input type="checkbox"/> | Archive        | University of Michigan Health - Ann Arbor | University of Michigan Health System |               | Anesthesia Resident | Anesthesia Resident | OB eight   | ZzReadily Available |               | Click to Edit | 11/13/2005      | 3/12/2023      | 2009       | No    | Account does not exist |

# Provider Data Elements

All other columns (in black) are automatically populated based on the data submitted to the MPOG Central database. One exception is the 'Send Feedback' column which can be managed directly within the application.

Provider Contact Information

Institution: University of Michigan Health - Ann Arbor

Excel / CSV Import

Batch Activation

Show 10 entries at a time

Export

Search:

Database Instance?: All

Send Feedback?: All

Role: Attending/Resident/Fellow/CAA/CRNA/SRNA

Show all AIMS\_Staff\_IDs

| <div><div><input type="checkbox"/></div><div>Send Feedback?</div></div> | Database Instance                         | Email Groups                         | AIMS Staff ID | Mapped Staff Role   | Staff Role          | First Name | Last Name           | Email Address                 | NPI                           | First Case Date | Last Case Date | Case Count | MOCA4 | Account Status         |
|-------------------------------------------------------------------------|-------------------------------------------|--------------------------------------|---------------|---------------------|---------------------|------------|---------------------|-------------------------------|-------------------------------|-----------------|----------------|------------|-------|------------------------|
| <div><input type="checkbox"/> Archive</div>                             | University of Michigan Health - Ann Arbor | University of Michigan Health System |               | Anesthesia Resident | Anesthesia Resident | OB seven   | ZzReadily Available |                               | <a href="#">Click to Edit</a> | 11/13/2005      | 3/12/2023      | 1929       | No    | Account does not exist |
| <div><input type="checkbox"/> Archive</div>                             | University of Michigan Health - Ann Arbor | University of Michigan Health System |               | Anesthesia Resident | Anesthesia Resident | OB 17      | ZzReadily Available | <a href="#">Click to Edit</a> | <a href="#">Click to Edit</a> | 5/12/2006       | 3/12/2023      | 1456       | No    | Account does not exist |
| <div><input type="checkbox"/> Archive</div>                             | University of Michigan Health - Ann Arbor | University of Michigan Health System |               | Anesthesia Resident | Anesthesia Resident | OB eight   | ZzReadily Available |                               | <a href="#">Click to Edit</a> | 11/13/2005      | 3/12/2023      | 2009       | No    | Account does not exist |

# Assessing Mapped Staff Role & Staff Role Columns

- For sites that have a generic sign-in role of 'Anesthesia Provider' or 'Unknown' in the Mapped Staff Role column, the Staff Role column acts like an 'override'.
- Staff Role can be populated with more granular information regarding the provider's actual role (i.e., CRNA, attending, resident).

| <input type="checkbox"/> | Send Feedback? | Database Instance | Email Groups     | AIMS Staff ID | Mapped Staff Role | Staff Role          | First Name | Last Name | Email Address      |
|--------------------------|----------------|-------------------|------------------|---------------|-------------------|---------------------|------------|-----------|--------------------|
| <input type="checkbox"/> | Yes            | Cover University  | Cover University | 1000000000    | Unknown           | Anesthesia Resident | John Doe   | John Doe  | john.doe@cover.edu |
| <input type="checkbox"/> | Yes            | Cover University  | Cover University | 1000000000    | Unknown           | CRNA                | John Doe   | John Doe  | john.doe@cover.edu |
| <input type="checkbox"/> | Yes            | Cover University  | Cover University | 1000000000    | Unknown           | CRNA                | John Doe   | John Doe  | john.doe@cover.edu |

# Assessing Mapped Staff Role & Staff Role Columns

! ➤ If 'Unknown' appears in the 'Mapped Staff Role' column, **update the 'Staff Role' field** with the appropriate role.

| <input type="checkbox"/> Send Feedback? | Database Instance | Email Groups | AIMS Staff ID | Mapped Staff Role | Staff Role          | First Name |
|-----------------------------------------|-------------------|--------------|---------------|-------------------|---------------------|------------|
| <input type="checkbox"/> Yes            | Database Instance | Email Groups | AIMS Staff ID | Unknown           | Anesthesia Resident | First Name |
| <input type="checkbox"/> Yes            | Database Instance | Email Groups | AIMS Staff ID | Unknown           | CRNA                | First Name |
| <input type="checkbox"/> Yes            | Database Instance | Email Groups | AIMS Staff ID | Unknown           | Anesthesia Fellow   | First Name |

➤ Correct the 'Mapped Staff Role' column by selecting the appropriate role from the Staff Role drop-down menu.

Staff Role

Anesthesia Attending

Anesthesia Attending

Anesthesia Resident

Anesthesia Fellow

CAA

CRNA

SRNA

Nurse

Perfusionist

Perfusion Student

Surgical Attending

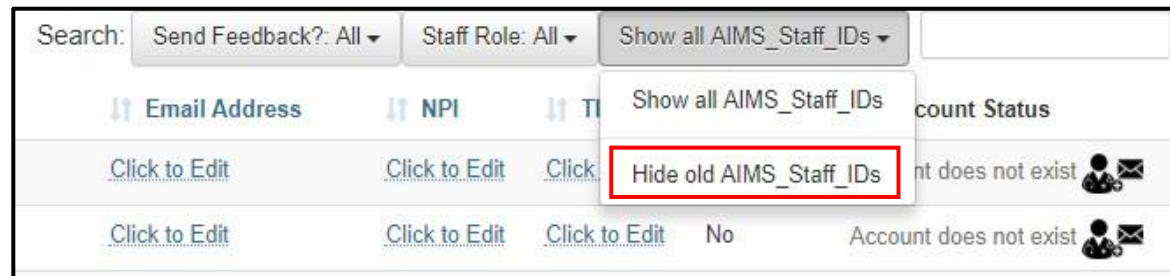
Surgical Resident

Unknown

➤ Reach out to your site's MPOG contact person to update the Staff Role mapping in variable mapping.

# Sites with a Legacy and IM Instance

- 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.



The screenshot shows a web interface for the Provider Contacts tool. At the top, there are filters for 'Search:', 'Send Feedback?: All', 'Staff Role: All', and a dropdown menu 'Show all AIMS\_Staff\_IDs'. Below this is a table with columns for 'Email Address', 'NPI', 'Title', 'Status', and 'Account Status'. The 'Show all AIMS\_Staff\_IDs' dropdown menu is open, showing two options: 'Show all AIMS\_Staff\_IDs' and 'Hide old AIMS\_Staff\_IDs'. The 'Hide old AIMS\_Staff\_IDs' option is highlighted with a red box. The table below shows two rows of data, both with 'Account Status' as 'Account does not exist'.

| Email Address                 | NPI                           | Title                         | Status | Account Status         |
|-------------------------------|-------------------------------|-------------------------------|--------|------------------------|
| <a href="#">Click to Edit</a> | <a href="#">Click to Edit</a> | <a href="#">Click to Edit</a> |        | Account does not exist |
| <a href="#">Click to Edit</a> | <a href="#">Click to Edit</a> | <a href="#">Click to Edit</a> | No     | Account does not exist |

*NPIs are critical for the Legacy instance to enable linking of provider data over time.*

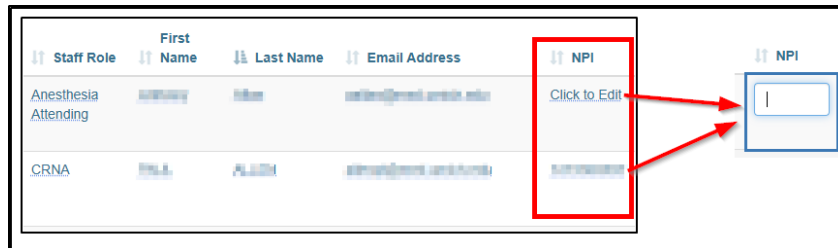
# Entering National Provider Identifier (NPI) numbers

- ! NPI numbers allow for **linking** provider data across multiple EHR systems within the MPOG database and linking provider data across institutions. This linking ensures accuracy and continuity in tracking and measuring provider performance.

## How to Enter an NPI Number:

### FOR: SMALL NUMBER OF UPDATES

- Direct entry is recommended.
- Click on the NPI field in the row you need to edit and type the number.



| Staff Role           | First Name | Last Name | Email Address     | NPI           |
|----------------------|------------|-----------|-------------------|---------------|
| Anesthesia Attending | Anthony    | Miller    | anthony@mpog.org  | Click to Edit |
| CRNA                 | Michelle   | Alford    | michelle@mpog.org | Click to Edit |

### FOR: BULK UPDATES (LARGE NUMBER OF UPDATES)

- Use the import option by clicking on the Excel/CSV Import button.



# Tips and Tricks

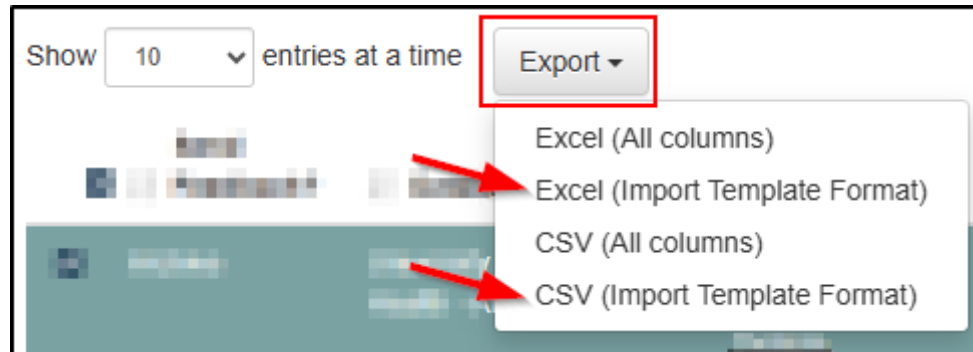
## Tips for Populating NPI Data

- **Collaborate with the credentialing department** to compile a comprehensive list.
- **Partner with the administrative team** from the anesthesiology department to maintain NPIs in Provider Contacts.
- **Reach out to your IT department** to query the local provider database for an up-to-date list of anesthesia provider NPIs.

# Performing Updates in Bulk

# 1. Exporting Provider Contact Data

- To edit or add information for multiple providers at once, we recommend exporting the data.
- To export the provider contacts data for the purposes of updating and re-importing, click on **Export**. Then select either '*Excel (Import Template Format)*' or '*CSV (Import Template Format)*'.



- The Export List contains the following columns:

|   | A             | B          | C         | D             | E   | F              | G                 |
|---|---------------|------------|-----------|---------------|-----|----------------|-------------------|
| 1 | AIMS Staff ID | First Name | Last Name | Email Address | NPI | Send Feedback? | Database Instance |
| 2 |               |            |           |               |     |                |                   |
| 3 |               |            |           |               |     |                |                   |
| 4 |               |            |           |               |     |                |                   |

## 2. Importing Provider Contact Data

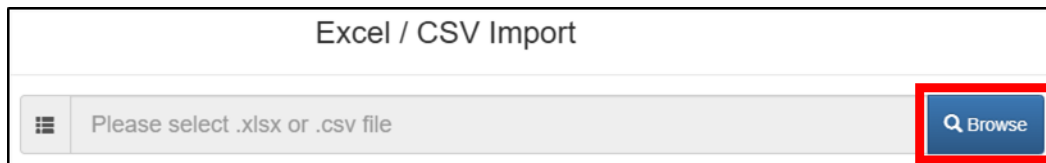
- **Update the spreadsheet** with the required data. DO NOT ALTER THE COLUMN ORDER or THE FIRST TWO ROWS. Save the file to your local drive.

|   | A                                                                                                 | B          | C         | D             | E   | F                               | G                 |
|---|---------------------------------------------------------------------------------------------------|------------|-----------|---------------|-----|---------------------------------|-------------------|
| 1 | * Please fill the staff information starting at row #3. Do not change the structure of this file. |            |           |               |     |                                 |                   |
| 2 | AIMS Staff ID                                                                                     | First Name | Last Name | Email Address | NPI | Send Feedback? (Yes/No/Archive) | Database Instance |
| 3 |                                                                                                   |            |           |               |     |                                 |                   |
| 4 |                                                                                                   |            |           |               |     |                                 |                   |

- Return to provider contacts page and click the **Excel/CSV Import** button.



- Click the **Browse** button, then locate and select the saved file on your computer. Click 'Open' to proceed. **Ensure the file is *not open*** on your desktop before uploading. Files currently in use cannot be loaded into the Provider Contacts Tool.



## 2. Importing Provider Contact Data

The Provider Contacts Tool will process the selected file and display any errors encountered during import. **Review the errors**, make corrections in the spreadsheet, and re-upload the file. Click **Submit** to finalize the update.

### Example Error: Duplicate IDs

#### How to Fix:

Remove the duplicate ID from the excel file and reupload the file to import.

Excel / CSV Import

Template files:   Template\_\_StaffList.xlsx 

 There is 1 error in the data! Please correct error below or remove the line to submit.

Delete

|                          | AIMS Staff ID                                                                     | First Name                                                                        | Last Name                                                                         | Email Address                                                                       | NPI                                                                                   | Send Feedback?                                                                      | Database Instance                                                                     |
|--------------------------|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| <input type="checkbox"/> |  |  |  |    |    |  |    |
| <input type="checkbox"/> |  |  |  |    |    |  |    |
| <input type="checkbox"/> | 3697                                                                              | Lisa                                                                              | Villar                                                                            |  |  | Yes                                                                                 |  |
| <input type="checkbox"/> | 3697                                                                              | Lisa                                                                              | Villar                                                                            |  |  | Yes                                                                                 |  |

Showing 1 to 4 of 4 entries

## 2. Importing Provider Contact Data

**Example Error:** The number of uploaded rows does not match the rows in the Excel file.

| AIMS Staff ID | First Name | Last Name | Email Address | NPI            | Send Feedback? | Database Instance |                                                  |
|---------------|------------|-----------|---------------|----------------|----------------|-------------------|--------------------------------------------------|
| 1             | 78         | L         | V             | k...@umich.edu | 178            | Archive           | University of Michigan Health - Ann Arbor - Epic |
| 2             | 76         | L         | V             | f...@umich.edu | 178            | Yes               | University of Michigan Health - Ann Arbor        |
| 3             | 12         | K         | V             | k...@umich.edu |                | Archive           | University of Michigan Health - Ann Arbor        |

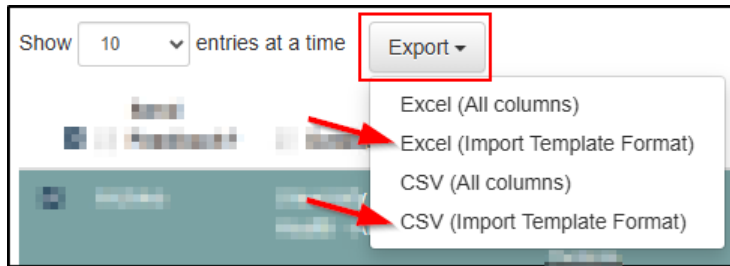
### How to Fix:

Ensure the first two rows of the import file contain the required header and format information.

|   |                                                                                                   |            |           |                |     |                                 |                                                  |
|---|---------------------------------------------------------------------------------------------------|------------|-----------|----------------|-----|---------------------------------|--------------------------------------------------|
| 1 | * Please fill the staff information starting at row #3. Do not change the structure of this file. |            |           |                |     |                                 |                                                  |
| 2 | AIMS Staff ID                                                                                     | First Name | Last Name | Email Address  | NPI | Send Feedback? (Yes/No/Archive) | Database Instance                                |
| 3 | 78                                                                                                | L          | V         | k...@umich.edu |     | Archive                         | University of Michigan Health - Ann Arbor - Epic |
| 4 | 76                                                                                                | L          | V         | f...@umich.edu |     | Yes                             | University of Michigan Health - Ann Arbor        |
| 5 | 12                                                                                                | K          | V         | k...@umich.edu |     | Archive                         | University of Michigan Health - Ann Arbor        |
| 6 |                                                                                                   |            |           |                |     |                                 |                                                  |

# Tips and Tricks

## Some Things to Note About Exporting Using 'All Columns':



- The two '(All Columns)' options will export *all columns in the Provider Contacts Tool* and should be used **for informational purposes only**.
- EXPORT USE CASE: Send technical lead a list of the AIMS Staff IDs for them to add provider names.
- The '(All Columns)' format **will not work** when trying to import first/last names, emails, and NPI numbers into the Provider Contacts Tool. Use either of the (Import Template Format) files.

|   | A                                                                               | B                 | C            | D             | E                 | F          | G          | H         | I             | J   | K               | L              | M          | N     | O              |
|---|---------------------------------------------------------------------------------|-------------------|--------------|---------------|-------------------|------------|------------|-----------|---------------|-----|-----------------|----------------|------------|-------|----------------|
| 1 | Send Feedback?                                                                  | Database Instance | Email Groups | AIMS Staff ID | Mapped Staff Role | Staff Role | First Name | Last Name | Email Address | NPI | First Case Date | Last Case Date | Case Count | MOCA4 | Account Status |
| 2 | DO NOT USE THIS FILE FORMAT FROM 'ALL COLUMNS' TO IMPORT INTO PROVIDER CONTACTS |                   |              |               |                   |            |            |           |               |     |                 |                |            |       |                |
| 3 |                                                                                 |                   |              |               |                   |            |            |           |               |     |                 |                |            |       |                |

|   | A                                                                                                 | B          | C         | D             | E   | F                               | G                 |
|---|---------------------------------------------------------------------------------------------------|------------|-----------|---------------|-----|---------------------------------|-------------------|
| 1 | * Please fill the staff information starting at row #3. Do not change the structure of this file. |            |           |               |     |                                 |                   |
| 2 | AIMS Staff ID                                                                                     | First Name | Last Name | Email Address | NPI | Send Feedback? (Yes/No/Archive) | Database Instance |
| 3 |                                                                                                   |            |           |               |     |                                 |                   |
| 4 |                                                                                                   |            |           |               |     |                                 |                   |

USE THIS FILE FORMAT TO IMPORT INTO PROVIDER CONTACTS

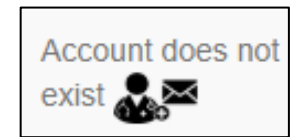
# Creating Provider Accounts in MPOG

# Creating an MPOG Provider Account

Management of provider email account statuses is handled through the Account Status column in the Provider Contacts Tool.

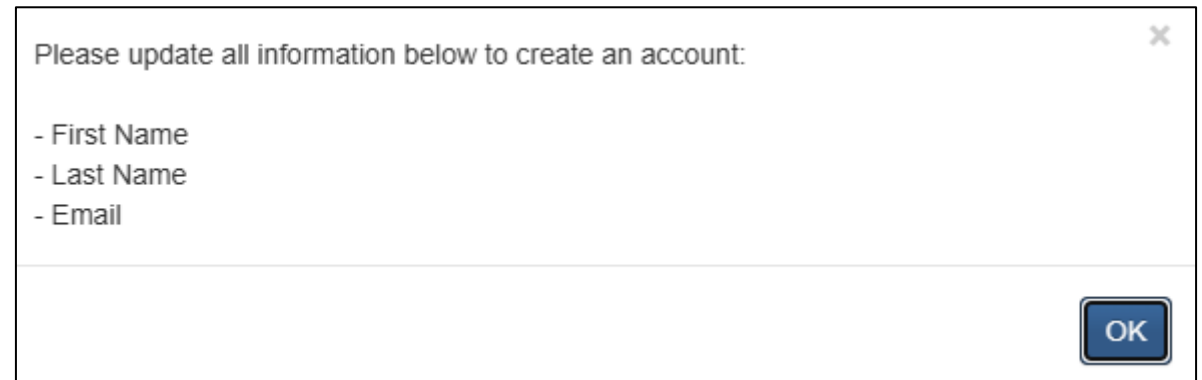
## Step 1 – Initial Account Status

- When a new provider is added, the Account Status will display "Account does not exist".
- Click on this status to begin the activation process.



## Step 2 – Missing Information Prompt

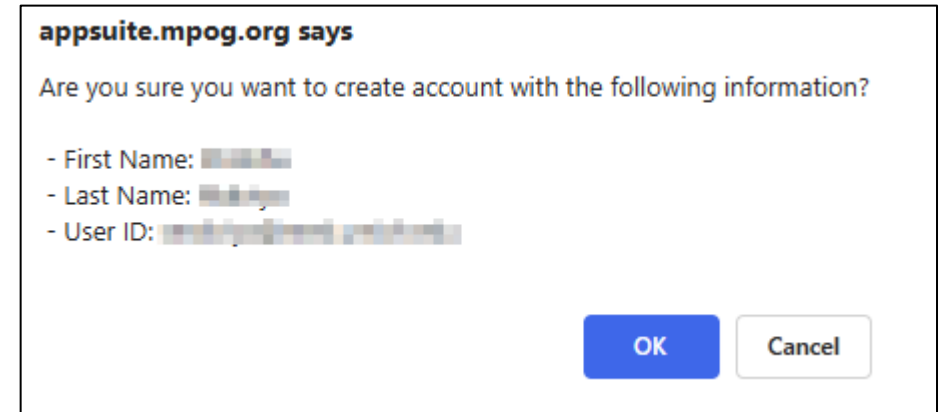
- If any required fields (First Name, Last Name, or Email) are missing, a pop-up window will appear prompting you to complete the missing information.
- Click OK to close the window.
- Enter the missing details in the Provider Contacts Tool.



# Creating an MPOG Provider Account

## Step 3 – Confirm Provider Details

- After updating the provider's information, click "Account does not exist" again.
- A confirmation pop-up will display the provider's First Name, Last Name, and User ID (which is the provider's email address).
- Click OK to proceed.



## Step 4 – Account Status Update

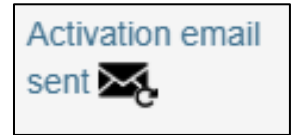
- The Account Status will change to "Not activated", and the cell will briefly turn yellow before fading.
- An activation email is automatically sent in the background.



# Creating an MPOG Provider Account

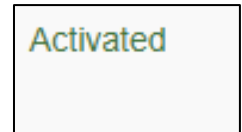
## Step 5 – Email Sent Confirmation

- Once the email is successfully sent, the Account Status will automatically update to "Activation email sent".



## Step 6a – Account Activated

- After the provider activates their account from the email, the Account Status will change to "Activated".



## Step 6b – Expired Activation Email

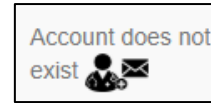
- If the provider does not activate their account within 7 days, the status will change to "Activation email expired".
- To resend the activation email, click on "Activation email expired" and repeat the activation process.



# MPOG Account Status

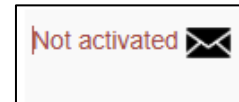
## The Account Status column:

Account does not exist



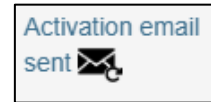
No account has been created for the provider.

Not activated



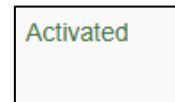
Activation email has not been sent. An activation email is automatically sent in the background.

Activation email sent



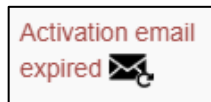
Activation email sent successfully. Provider has yet to click on the activation link to set up their account.

Activated



Activation email has been sent, and provider has successfully set up their account.

Activation email expired



Activation email expired. To resend an activation email, click 'Activation email expired' and follow prompts.

# MPOG Account Activation

Sample Provider  
Contact Activation  
Email

The Activation link  
in each email will  
expire in 7 days.



Dear MPOG,

An MPOG account has been created for you. Your user name is [REDACTED].

You can activate your account and choose a new password by clicking on the link below:

[https://auth.mpog.org/HIEBus/AccountManagement/ActivateAccount?](https://auth.mpog.org/HIEBus/AccountManagement/ActivateAccount?User%3Dname%3D%5Bredacted%5D%26email%3D%5Bredacted%5D%26password%3D%5Bredacted%5D)

[User%3Dname%3D%5Bredacted%5D%26email%3D%5Bredacted%5D%26password%3D%5Bredacted%5D](https://auth.mpog.org/HIEBus/AccountManagement/ActivateAccount?User%3Dname%3D%5Bredacted%5D%26email%3D%5Bredacted%5D%26password%3D%5Bredacted%5D)

If clicking the above link does not work, please copy and paste the link into the address bar of your web browser.

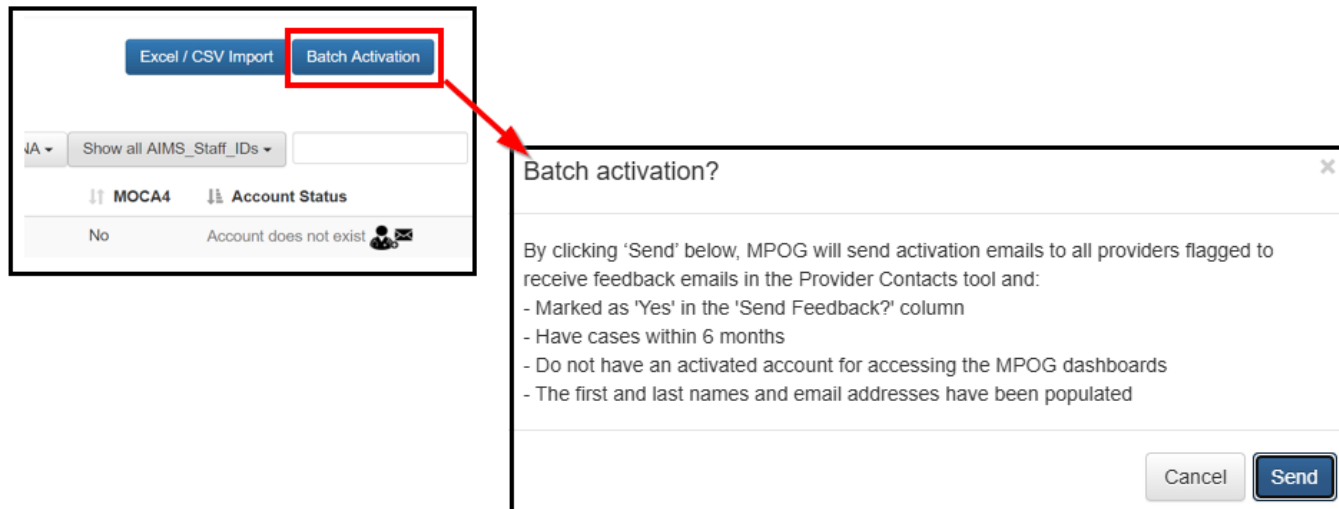
The link above will expire within 168 hours.

Thanks,  
The MPOG Team

\*\*\*\*\*

Electronic Mail is not secure, may not be read every day, and should not be used for urgent or sensitive issues

# Create a Batch of Provider MPOG Accounts

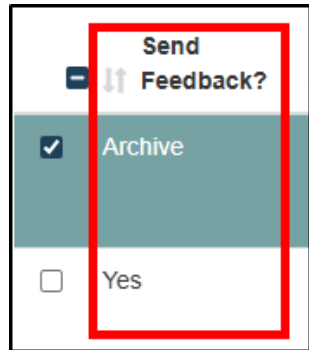


## Batch Activation

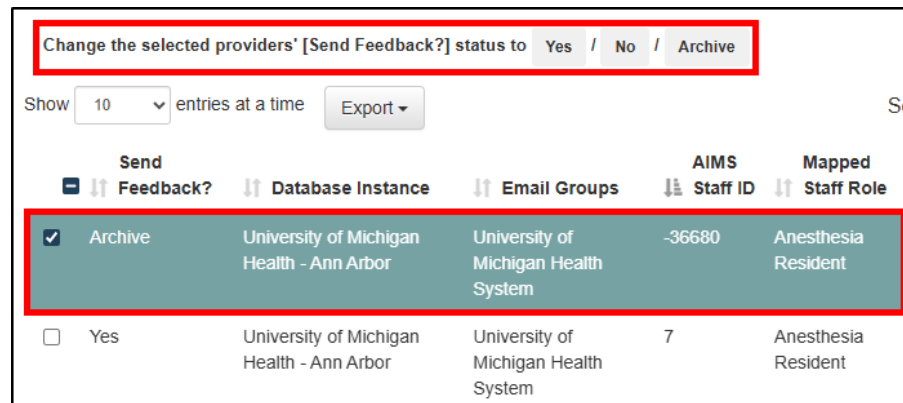
- Automatically creates an account for providers if one does not already exist
- Sends an activation email to all providers who have not yet activated their accounts

# Managing Performance Feedback Email Recipients

# Managing Feedback Email Recipients



- Each row (provider instance) can have one of three **‘Send Feedback?’ statuses**:
  - ‘Yes’ – I *want* this provider *to receive* feedback emails
  - ‘No’ - I *do not want* this provider to feedback emails
  - ‘Archive’ - this provider instance is inactive or no longer works at my institution and *should not* receive feedback emails.



- To **update** the ‘Send Feedback?’ status for one provider
  - Click the checkbox at the start of the provider row.
  - The row will turn green, and
  - A prompt appears above the table asking to *Change the selected providers’ [Send Feedback?] status*.
  - Click ‘Yes’, ‘No’, or ‘Archive’.

# Managing Feedback Email Recipients

## Updating the 'Send Feedback?' status for multiple providers:

First:

- Select **all rows** by clicking the checkbox next to “Send Feedback”,  
OR
- Select **multiple rows** by clicking the checkboxes at the start of selected each provider row

| <input type="checkbox"/> <b>Send Feedback?</b> | <b>Database Instance</b>                         | <b>Email Groups</b>                                                    |
|------------------------------------------------|--------------------------------------------------|------------------------------------------------------------------------|
| <input type="checkbox"/> Archive               | University of Michigan Health - Ann Arbor        | University of Michigan Health System                                   |
| <input type="checkbox"/> Yes                   | University of Michigan Health - Ann Arbor        | University of Michigan Health System                                   |
| <input type="checkbox"/> Yes                   | University of Michigan Health - Ann Arbor        | University of Michigan Health System                                   |
| <input type="checkbox"/> Yes                   | University of Michigan Health - Ann Arbor - Epic | University of Michigan Health System, UMich - Mott Children's Hospital |

Then:

- The selected rows will turn green, and
- A prompt appears asking above the table to Change the selected providers' [Send Feedback?] status.
- Clicking 'Yes', 'No', or 'Archive' applies the same status to all providers in the green rows.

**Change the selected providers' [Send Feedback?] status to** Yes / No / Archive

Show 10 entries at a time Export

| <input checked="" type="checkbox"/> <b>Send Feedback?</b> | <b>Database Instance</b>                  | <b>Email Groups</b>                  | <b>AIMS Staff ID</b> |
|-----------------------------------------------------------|-------------------------------------------|--------------------------------------|----------------------|
| <input checked="" type="checkbox"/> Archive               | University of Michigan Health - Ann Arbor | University of Michigan Health System |                      |
| <input checked="" type="checkbox"/> Yes                   | University of Michigan Health - Ann Arbor | University of Michigan Health System |                      |
| <input checked="" type="checkbox"/> Yes                   | University of Michigan Health - Ann Arbor | University of Michigan Health System |                      |

# Managing Feedback Email Recipients

## Some things to note about 'Send Feedback?' Status:

- Update the 'Send Feedback?' Status to reflect the provider's current status at any time.
  - If a provider:
    - No longer practices at your institution, change the status from 'Yes' → 'Archive'.
    - Returns later, change the status back to 'Yes'.
    - Does not want to receive emails, change the status to 'No'.

- Filter the list of providers by Feedback Status:

