Agency EIM/ESM User Request Form (URF) Reference Guide

Introduction

The Agency EIM/ESM User Request Form (URF) is used to assign the appropriate access an Agency staff member should have to EIM/ESM. It determines what types of roles and the level of access a user should get. The URF is filled out and submitted for the following:

- ***Adding a new staff member***: Giving an agency user access to EIM/ESM
- ***Modifying a staff member****:* Adding or removing an agency user's EIM/ESM roles to change his/her levels of access. This action is also selected when updating an agency user's profile information (email address, name change, etc.)
- ***Deactivating a staff member***: Deactivating (removing) an agency user's access to EIM/ESM – *Important*: Access to EIM/ESM should be removed immediately when a staff member leaves the Commonwealth or their job no longer requires access to information in EIM/ESM

To Complete the URF:

1. Access the EIM/ESM User Request form
2. Enter Agency Information (agency organization information is on the Organization Report or by calling VG Customer Service to request the report)
3. Enter User Profile Information
4. Select role(s) needed for each user – See below
5. Select the User Action (Add, Modify, Deactivate) – See below
6. Save document as [*YourOrganizationName_MMDDYY*]
7. Email to: VirtualGatewayHelpDeskFaxes@state.ma.us (***Note***: Only URFs sent from the Access Administrator's email account can be processed)

Additional Information:

Select Roles needed

This section of the URF is organized into the activities staff will need to accomplish: manage contracts, process payments, and/or manage client information. Roles are grouped under the following headings. Please see the *Guide for Assigning EIM/ESM Roles to Agency Users* for assistance in assigning roles in EIM/ESM based on job functions.

Activity	URF Role Heading
Manage Contracts	Common
Process Payments	AR Contracts CR Contracts UR Contracts
Manage Client Information	ESM Only
No access to fully identified client data	De-identified Roles

Select User Action

Adding a New Staff Member: 1) Place an “X” in the “New User” column under User Action. 2) Select each user role(s) by placing an “A” in each column under the appropriate section(s) (e.g., Common, CR, UR, AR, ESM). Please refer to the “URF Roles Guide” below to determine which roles to select.

Modifying a Staff Member: To change a staff member's EIM/ESM access: 1) Complete each user's profile information, 2) place an “X” in the “Modify Existing User” column, and 3) select new user role by placing an “A” in each role. If the user already has the role, place an "E" in the appropriate column. If a role needs to be removed, place a “D” in the appropriate column.

Deactivating a Staff Member: To remove (deactivate) a staff member’s EIM/ESM access: 1) Complete each user's profile information, 2) place an “X” in the “Deactivate Existing User from EIM/ESM” column *or* place an "X" in the "Deactivate Existing User from the Virtual Gateway" column to remove to *all* Virtual Gateway Applications.

Processing the URF

Send the URF from the Access Administrator’s email to the email address on the form. The URF will be processed and the user will receive an email with their Virtual Gateway Username and temporary password within approximately 3-5 business days, provided training has been completed. Please call Virtual Gateway customer service if you have any questions regarding the URF: 1-800-429-0938, Monday-Friday, 8:30 am to 5:00 pm.

Guide for Assigning EIM/ESM Roles to Agency Users

The following information helps you of identify and assign roles for Agency staff. In each section, you will find a series of questions that are designed to help you identify the right role in EIM/ESM for Agency users, depending on their job responsibilities. If the answer to the questions is *Yes*, assign the related role(s) on the URF.

Common Roles (All contract types)

The following roles are assigned regardless of the type of contract the user works with (unit rate, cost reimbursement, accommodation rate, etc.) These roles are commonly assigned to contract managers.

Questions for Common Roles (all contract types)	If "Yes," assign this role
✓ Is the user a contract manager and/or responsible for managing specific contracts? For example: ◦ Will the user be setting up ("activating") contracts, which allows providers to bill? ◦ Will the user need the ability to change fields on contracts? ◦ Will the user need to set up ready pay schedules? ◦ For CR contracts: Will the user need to set up line item budgets from the Uniform Financial Report, UFR)? ◦ For UR contracts: Will the user need to set up Unit Allocations on contracts?	Contract_Manager
✓ Will the user need to review contracts, but not need to make any of the above changes to contracts? (These are users who are not directly responsible for managing specific contracts.)	Contract_Reviewer
✓ Will the user need to approve PRC and CEC batches in MMARS? If so, the user will need this role to access to the EIM batch detail report, which consists of PRC and CEC information.	Batch_Interface_Manager

CR and AR Contracts:

"CR_" roles are roles for users that work with ***Cost Reimbursement*** contracts. "AR_" roles are for users that work with ***Accommodation Rate*** contracts. Providers with CR or AR contracts submit invoices through EIM on a monthly basis. Approved invoices generate PRCs (Payment Request for Commodity) in EIM, which are documents submitted to MMARS for payment to providers. PRCs are approved in EIM and then sent to MMARS.

Background on assigning payment approval roles: There are two levels of approval that the agency must complete on each bill (PRC) before payment is issued, and therefore two payment approval roles that must be assigned:

- AR_Program_Payment_Manager role
- AR_Accounting_Payment_Manager role.
- ***Note***: Oftentimes agencies split these roles between two users, so that the first user reviews the bill from a programmatic perspective, and the second from an accounting/financial perspective. The benefit of having two users review a bill is that each bill is double-checked. However, your agency may choose to assign both roles to the same user.

Questions for Cost Reimbursement and Accommodation Rate Roles	**If "Yes," assign this role***
✓ Will the user be approving payments (PRCs) from a programmatic perspective as well as review invoices and any backup documentation? This is the first of two levels of approval.	CR_Program_Payment_ Manager AR_Program_Payment_ Manager
✓ Will the user be approving payments (PRCs) from an accounting/financial perspective as well as review invoices and any backup documentation? This is the second of two levels of approval.	CR_Accounting_Payment_Manager AR_Accounting_Payment_Manager
✓ Will the user need the ability to review payments (PRCs) as well as review invoices and related backup documentation? This user will not be able to approve or deny payments. ***Note:*** *You cannot assign <u>both</u> the Payment Manager and the Payment Reviewer roles to the same person.*	CR_Payment_Reviewer AR_Payment_Reviewer
✓ Will the user need the ability to reapportion PRCs? This is when there are multiple lines (e.g., funding sources) on a contract, and funds need to be reallocated among the lines on specific bills. ✓ Will the user need the ability to use Retroactive Rate Adjustment? (For **AR** contracts only.) This role is an add-on to the Payment Manager roles. This role alone does not allow a user to approve PRCs. ***Please note*** *that only a select few users at the senior fiscal level should have this role.*	CR_Fiscal_Manager AR_Fiscal_Manager
✓ Will the user need the ability to run reports for CR contracts?	CR_Reports

* Select the role(s) on the URF that corresponds with the contract type for which the staff member is responsible (CR or AR).

UR Contracts

"UR_" roles are for users that work with ***Unit Rate contracts***. Providers with UR contracts submit service delivery reports (SDRs) or HIPAA claims, which indicate the services provided to clients. Approved SDRs and HIPAA claims generate PRCs (Payment Request for Commodity) in EIM, which are documents submitted to MMARS for payment to providers. PRCs are approved in EIM and then sent to MMARS.

Background on payment approval roles: For UR contracts there are two or three approvals that the agency must complete on each bill before payment is issued, depending on the agency.* For agencies with three approvals, three approval roles must be assigned:

- SDRs must be approved by a user with the UR_SDR_Approver role.
- Then two approvals must be done on PRCs
  - One by a user with the UR_Program_Payment_Manager role, and
  - One by a user with the UR_Accounting_Payment_Manager role.
  - ***Note***: Oftentimes agencies split the PRC approval roles between two different users. The first user reviews the bill from a programmatic perspective and the second from an accounting/financial perspective. The benefit of having two users review a bill is that each bill is double-checked. Because a programmatic review of the PRC (bill) may be conducted by the SDR approver, some agencies choose to assign both PRC roles to the same user.

Questions for Unit Rate Roles	**If "Yes," assign this role**
✓ Will the user approve or deny time and attendance information for clients on SDRs and review SDR backup documentation? This role is only applicable for agencies that require SDR Approval prior to PRC approval.*	UR_SDR_Approver
✓ Will the user be approving payments (PRCs) from a programmatic perspective as well as review SDRs and any backup documentation? This is the first of two levels of approval.	UR_Program_Payment_ Manager
✓ Will the user be approving payments (PRCs) from an accounting/financial perspective as well as review SDRs and any backup documentation? This is the second of two levels of approval.	UR_Accounting_Payment_Manager
✓ Will the user need the ability to review payments (PRCs) as well as review SDRs and related backup documentation? This user will not be able to approve or deny payments. ***Note:*** *You cannot assign both the Payment Manager and the Payment Reviewer roles to the same person.*	UR_Payment_Reviewer
✓ Will the user need the ability to reapportion PRCs? This is when there are multiple lines (e.g., funding sources) on a contract, and funds need to be reallocated among the lines on specific bills. ✓ Will the user need the ability to use Global Update Service Lines, Global Update Appropriations, and Retroactive Rate Adjustment? This role is an add-on to the Payment Manager roles. This role alone does not allow a user to approve PRCs. ***Please note*** *that only a select few users at the senior fiscal level should have this role.*	UR_Fiscal_Manager

Questions for Unit Rate Roles	If "Yes," assign this role
✓ Will the user need the ability to create, edit, release, authorize credential SDRs?	UR_Credential_Billing_ Manager
✓ Will the user need the ability to run reports for UR contracts? ***Note**: Administrators may also consider assigning UR_DI_Reports to facilitate access to de-identified reports which may be provided for auditors, etc.*	UR_Reports

* Agencies that have only two approvals per bill do not approve SDRs. They only approve PRC's and have the same two levels of PRC approval described above.

De-identified roles are assigned to users who need to manage PRCs, review reports, or view client information without the ability to view identifying client data (e.g., client name, demographic information). Clients are de-identified on the reports. The system-generated Client ID is shown rather than client name.

Questions for De-Identified (DI) Unit Rate Roles	If "Yes," assign this role
✓ Will the user be approving payments (PRCs) from a programmatic perspective and review de-identified claim documents? This is the first of two levels of approval.	UR_DI_Program_Payment_ Manager
✓ Will the user be approving payments (PRCs) from an accounting/financial perspective and review de-identified claim documents? This is the second of two levels of approval.	UR_DI_Accounting_Payment_Manager
✓ Will the user need the ability to review payments (PRCs) and de-identified claim documents? This user will not be able to approve or deny payments. ***Note***: You cannot assign both the Payment Manager and the Payment Reviewer roles to the same person.	UR_DI_Payment_Reviewer
✓ Will the user need the ability to reapportion PRCs? This is when there are multiple lines (e.g., funding sources) on a contract, and funds need to be reallocated among the lines on specific bills. ✓ Will the user need the ability to use Global Update Service Lines, Global Update Appropriations, and Retroactive Rate Adjustment? This role is an add-on to the Payment Manager roles. This role alone does not allow a user to approve PRCs. ***Please note***: Only a select few users at the senior fiscal level should have this role.	UR_Fiscal_Manager
✓ Will the user need the ability to see reports without client information (i.e. name, DOB, SSN, etc.)? ✓ Is a report needed for auditing purposes?	UR_Reports_DI

ESM Only

ESM is the module of EIM/ESM where client information is held. Client information enters ESM through one of two ways: 1) providers directly enter it, or 2) it electronically interfaces into ESM from an agency application (e.g. Meditech). Clients must be in ESM through one of these two ways in order for them to appear on SDRs. Agency ESM roles are for users that need to review client records, enrollments, and/or credentials.

Questions for ESM Roles	If "Yes," assign this role
✓ Will the user need the ability to edit client information in ESM, including client enrollments and demographic information? This role does not allow users to view client assessments and service plans.	ESM_Manager
✓ Will the user need the ability to review client information in ESM, including enrollments, service plans, and client assessments?	Quality_Assurance_ Manager
✓ Will the user need the ability to review program configuration including assigned service codes? Will the user need to manage de-identified authorization requests and review ESM reports? With this role, client information is de-identifies. This role, unlike the Quality_Assurance_ Manager, does not enable users to view enrollments.	DI_Quality_Assurance_Manager
✓ Will the user need the ability to create or update provider organization credentials within ESM? Provider credentials allow organizations to enroll clients and report services in instances where a standard contract is not in place (e.x. non-funded provider with regulated mandate to report data or ISA agreement) This role is not commonly used. ***Note:*** *You cannot assign <u>both</u> the Licensing Manager and the Licensing Reviewer roles to the same person.*	Licensing_Manager
✓ Will the user need the ability to review org credentials within ESM?	Licensing_Reviewer