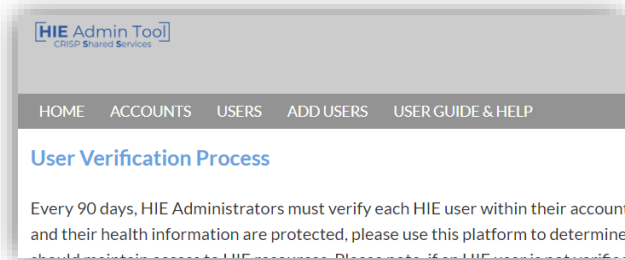


HIE Admin Responsibilities & FAQs

HIE Admins (Health Information Exchange Administrators) are the key people at your organization who are responsible for maintaining CurrentCare user accounts and access.

HIE Admin Tool

HIE Admins are empowered to manage user access in the CurrentCare Portal **HIE Admin Tool**.



Each organization (or sub-organization) should delegate 2 HIE Admins who are required to:

RESPONSIBILITY	DESCRIPTION	RESOURCES
Understand HIE Admin Responsibilities	Review training materials or speak with our team.	CurrentCareRI.org/HIEAdmin
Provide users with CurrentCare policies & educational materials	Provide users with CurrentCare policies and materials before their accounts are created	CurrentCareRI.org/Policies CurrentCareRI.org/Training
Add user accounts	Create user accounts in CurrentCare for your staff	CurrentCareRI.org/HIEAdmin
Assign services to <u>user accounts</u>	Add services/tools to users	CurrentCareRI.org/Providers
Perform user audits every 90 days	Auditing each account is required every 90 days, or accounts will be suspended . If each account is not audited, it will be deactivated at day 120	Recommendation: Do this monthly to avoid account suspension. CurrentCareRI.org/HIEAdmin
Manage Existing Users	Update changes to user accounts & services, remove user accounts, reset user passwords (if self-serve reset fails)	CurrentCareRI.org/HIEAdmin

The above items are explained in more detail in the HIE Admin Training Video and PDF.

Important HIE Admin Workflows:

- **Watch the HIE Admin training video** or read the PDF at: CurrentCareRI.org/HIEAdmin
- **Educate your staff:** Create a process to educate your staff about the responsibilities and policies to which they must adhere when they are using CurrentCare services.
- **Make CurrentCare a part of your HR Workflows:** Add new accounts for new staff. Terminate CurrentCare user accounts as soon as staff leave.
- **Stay up-to-date:** Contact CurrentCare's Client Services Team with any changes to your organization's name or contact information, or with any questions.
- **Report any potential issues:** If you experience any issues with your CurrentCare user account or services, please contact CurrentCare Support as soon as possible: **888.858.4815** or Support@CurrentCareRI.org.

FAQs for HIE Admins:

Can a Portal user reset their own password, if they forgot it?

Yes, they can click "Reset your password?" on the login page: portal.CurrentCareRI.org or call 888.858.4815. HIE Admins also have access to reset passwords and/or resend Portal invitations.

Will I be notified about pending user account suspensions?

Every 30 days, you will receive an "HIE Admin Monthly Audit Reminder" email that "You are required to verify each unique user within your organization at least once every 90 days (4 times per year)." **TIP:** CurrentCare recommends that you audit each user every 30 days to avoid disruption.

Can I view or export a list of user accounts?

Yes, the HIE Admin Training video and PDF explain how to bulk export a User List. The list includes each user's name, title/role, email address, last login date and last audit date.

What is CRISP Shared Services?

[CRISP Shared Services](#) (CSS) is the vendor who manages the CurrentCare technology platform, which hosts all the CurrentCare tools and services.

What happens if a user gets deactivated (at 120 days)?

Contact CurrentCare Support to reactivate the account.

How can I edit an existing user's email address?

Either contact CurrentCare Support to make the change on your behalf or delete the entire account and create a new one with the new email address.