Central Patient Attachment Registry

Access Administrator Guide

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1. Introduction

The Central Patient Attachment Registry (CPAR) is a provincial system that captures the confirmed relationship between a primary provider and their paneled patients.

Attachments in CPAR contain personal health information of the paneled patients, so access to CPAR and use of CPAR data must comply with the provisions of the Health Information Act (HIA). Each CPAR user is only allowed access to data for authorized panels. The provider who owns the panel is responsible for authorizing user access to their panel data and reports in CPAR. Providers are able to delegate user administration tasks by appointing a CPAR Access Administrator.

Providers may authorize any staff member to be a CPAR AA. It is recommended that at least two staff members be authorized, so that there is always someone to act as a backup CPAR AA when required. The CPAR AA may also be the same person as the Access Administrator for Alberta Netcare Portal (ANP).

Access to the CPAR system is provisioned through Alberta Health Services Identity and Access Management system (AHS IAM).

A CPAR Access Administrator (CPAR AA) once authorized by the provider(s) is able to authorize user access to CPAR for the panel(s) belonging to the authorized provider(s).

A CPAR Access Administrator is setup by completing the CPAR Access Administrator Request Form. Each clinic site(s) that the CPAR AA represents is listed on the request form. Under the clinic site, list each provider who has authorized the CPAR AA to act on their behalf. Each authorizing provider must also sign the printed form. When the form is complete, it is faxed to the eHealth Services team, who then sets up that AA with those authorizations in the AHS IAM system.

The AHS IAM system will issue a welcome email to the CPAR AA with all authorized panels and panel numbers listed. At that point the CPAR AA can begin submitting CPAR user request forms for any of the authorized panels.

The CPAR AA role provides access to the AHS IAM only, not CPAR. The role of Panel Administrator must be provisioned in order to access the CPAR application.

It is possible for a person to have more than one role (e.g. CPAR AA and Panel Administrator). In this scenario the person would have access to AHS IAM in their CPAR AA role and access to CPAR in their Panel Administrator role. A CPAR AA cannot authorize themselves as a Panel Administrator. If there is no backup CPAR AA, the dual roles of CPAR AA and Panel Administrator must always be authorized by each primary provider for the panel(s) being administered.

Any primary provider can authorize themselves as a CPAR AA, a Panel Administrator, or both – since no other approval is required for a provider to access their own data in CPAR.

2. Purpose of Guide

The purpose of this guide is to provide CPAR Access Administrators with an outline of their role and responsibilities as well as provide the information required to complete tasks associated with this role.

3. Roles and Responsibilities of a CPAR Access Administrator

Below is a listing of the roles and responsibilities for a CPAR Access Administrator. The main responsibilities of a CPAR AA are to authorize and manage user access to CPAR and to manage the setup of panels and submission of panel data to the Registry. Additional information regarding forms can be the found in the CPAR Registration Forms section of this Guide.

- Complete CPAR AA forms and gather signatures from all providers that are authorizing you to manage CPAR user accounts and panels on their behalf.

- Complete and submit CPAR AA forms when changes to authorization occur (e.g. a provider leaves the medical practice, or a new provider joins).

- Manage requests for Panel Administrator (PA) access to CPAR on behalf of the clinic(s) and provider(s) that you represent. This includes:
  - Registering new PA users for clinic staff that need to start using CPAR;
  - Keeping CPAR user accounts up-to-date;
  - Regularly monitoring CPAR users to ensure user activity is appropriate for the assigned role(s); and complies with the CPAR Terms of Use, the *Health Information Act* as well as any applicable clinic policies and procedures; and
  - Terminating CPAR user permissions when staff leave or no longer need access to CPAR.

- Request creation and amendment of provider's panel setup in CPAR in accordance with the provider's instructions.
  - Authorize and submit panel request forms for any changes to panel set up or panel status in a timely manner.

- Submit a panel termination request when the family practice is no longer responsible for managing an existing panel of patients (as set up in CPAR), and ensure that panel data submissions to CPAR are stopped for a terminated panel.

- Be the contact for Alberta Health and the CPAR Registry regarding CPAR account related activities or questions for the accounts under the AA's authority.

- Be the contact for Alberta Health or Alberta Health Services for all AHS IAM communications as they relate to the CPAR entitlement.

- Confirm that each CPAR user still needs access to the panel(s) that have been assigned to them on an annual basis.

4. CPAR Registration Forms

This section provides information regarding the individual forms required to authorize CPAR Access Administrators and Panel Administrators, and to register provider panels within CPAR for data submissions.

The PDF fillable forms are stored on the Alberta Netcare Learning Centre and can be found on CPAR Registration Forms page. Always access the forms using this link to ensure the most current versions are being used, as the forms may be updated from time to time.

All completed forms are faxed to eHealth Services for processing. Fax numbers and contact numbers for additional help are listed on each form.

It is important that forms are filled out accurately and that proper authorizing signatures are included to avoid rejection of forms and delays in the registration process. Links to step-by-step instructions are also included on each form.

4.1 CPAR Access Administrator Registration Form

The CPAR AA Registration form is used to:

- Register a new CPAR Access Administrator to represent the clinic site(s) and provider(s) listed.
- Add, update, or remove clinic sites (facilities) and/or provider authorizations from an existing CPAR AA.
- Request changes to an existing CPAR AA's name, address, or contact information.
- Request a replacement secure access token, or change between a hard token ("fob") and soft token (smart phone app).

Important points about the form:

- List each facility and associated provider(s) and panel (s) under each facility that the CPAR AA is being authorized for.
- Ensure the correct facility ID is listed (this is the facility ID used for billing purposes; not the Alberta Netcare WDFA ID). If you are unsure what the clinic facility ID is, speak to someone in the clinic who is involved in billing.
- Ensure the correct Practitioner ID and legal name are listed for each provider.
- Each provider listed must sign the form to authorize the CPAR AA.
- Instructions for completing and submitting a CPAR Access Administrator Request Form are available here on the Alberta Netcare Learning Centre.

4.2 Panel Request Form

- Panel Request forms are required to register and maintain the panel setup in CPAR as indicated below:
    - Create (register) a new panel
    - Amend an existing panel
        - Add or remove provider(s)
        - Change the name of a panel
        - Add or change a facility for the panel
        - Terminate the panel if no longer deemed active

- Panel Request forms are submitted separately for each panel.

- When patient care is managed equally by more than one provider (i.e. shared panel) all providers must be listed on one form.

- If a single panel of patients is managed across more than one facility, list each facility name and facility ID on the form.
    - All facilities listed must share the same EMR database.
    - If a provider practices at other sites using a different EMR database, then a separate panel must be registered in CPAR for each site.

- The panel will be created in CPAR under the panel name that is entered on the form, and will be assigned a Panel Number by the Registry. Panel names must be unique. If the name chosen is already in use, the CPAR AA will be asked to choose a different one. It is important to ensure that both the panel name and CPAR-assigned Panel Number are entered correctly on the Panel Request form when requesting any updates to the panel, to avoid delays or issues when forms are being processed.

- The CPAR AA is authorized by the provider(s) to sign Panel Requests. Provider signatures are not required on Panel Request Forms, unless the provider is also the CPAR AA.

Instructions for completing and submitting a Panel Request form are available here on the Alberta Netcare Learning Centre.

4.3 Panel Administrator Registration Form

The Panel Administrator (PA) registration form is used to request the creation of a new CPAR account for the role of Panel Administrator as well as request amendments or terminations for these accounts.

- Panel Administrators will be granted access for each authorized panel in CPAR to view and manage panel setup within the Registry, and to access reports for panel data submissions.

- CPAR AA's are authorized to sign Panel Administrator forms. Provider signatures are not required except in the following scenario:
    - If one person in the clinic is designated for both roles (CPAR AA and PA) and a second CPAR AA is not designated then the one person cannot authorize their own role as Panel

Administrator. The providers in this scenario would be required to sign both the CPAR AA and the Panel Administrator registration forms.

5. Remote Access

Access to the both the AHS IAM and CPAR applications from the community requires a remote access token (i.e. hard token or fob).

- Any user (CPAR AA or CPAR user) that currently has a remote token to access Alberta Netcare Portal or Alberta Health's H-Link application can use the same token to access CPAR.

- If a soft token on a smart phone is desired it is important to check with the soft token pre-requisites and the clinic's policy on the use of smart phones.

- If a token is no longer required it must be mailed back to Alberta Health Services.

  Additional information regarding remote access can be found on the Alberta Netcare Learning Centre by clicking http://www.albertanetcare.ca/learningcentre/Access-Remote.htm

6. Registering New Users

6.1 Register a new CPAR Access Administrator (CPAR AA)

A new CPAR Access Administrator request is submitted when any clinic or PCN staff member is first given this role for CPAR participation. The request includes the demographic information needed to create a unique account for the new CPAR AA, and lists all the clinic(s), provider(s) and panel(s) that are being authorized at that time. If all providers in the clinic are not yet ready or available to authorize the CPAR AA at the same time, they can be easily added later by submitting a CPAR AA amendment request. Additional clinic sites can also be added later through an amendment request, if the same CPAR AA will be appointed for more than one clinic.

The CPAR AA's account information, role, and permissions (clinics, providers and panels) are all recorded and maintained in the AHS IAM system. The eHSS team at Alberta Health records that information from the submitted CPAR AA registration forms. The information in AHS IAM is then used every time that the CPAR AA makes a panel request or Panel Administrator user request, to ensure that the CPAR AA has authority for the panels and providers on those requests.

If the person being appointed as a CPAR AA already has an AHS IAM account for Alberta Netcare Portal or as a Netcare Access Administrator, the CPAR permissions will be added to that existing account.

CPAR Access Administrator Agreement

- The CPAR AA named on the form must read and accept the terms of the CPAR Access Administrator Agreement. The CPAR AA must sign the printed form to acknowledge understanding and acceptance of this role and its associated responsibilities.

- Fax the completed form with all required provider signatures to eHealth Services, along with the Panel Request Forms for all new panels listed on the form. (Panel Request forms are not required to be submitted when adding or replacing the CPAR AA for a panel that has already been setup in CPAR.)

- A Welcome email will be issued automatically to the new CPAR AA, once the submitted form has been received and processed by eHealth Services . The Welcome email will list all the panels and panel numbers that have been authorized. (If new panels are being requested, the CPAR AA registration will be held until all associated Panel Request Forms have also been received and processed.)

- Once the Welcome email has been received, the CPAR AA is able to request and manage CPAR Panel Administrator (also called CPAR Users) user accounts for the authorized panels (refer to next section Register a new Panel Administrator).

- The CPAR AA role does not enable access to the CPAR application. If the CPAR AA also needs access to the panel data or reports in CPAR, a separate Panel Administrator User Request must also be submitted. NOTE: The CPAR AA can authorize Panel Administrator User Requests for other people, but CANNOT authorize their own request. When the same person holds both CPAR AA and CPAR Panel Administrator roles, the CPAR Panel Administrator User Request must be signed either by an alternate CPAR AA who has also been delegated for that panel; or by the provider who owns the panel. If more than one panel is being authorized for CPAR access, all providers must sign the CPAR Panel Administrator form when there is no alternate CPAR AA available.

6.2 Register a new Panel Administrator (PA)

A new CPAR Panel Administrator (also called a CPAR User) request is submitted for each staff member that requires access to CPAR as authorized by the CPAR AA to manage a provider(s) panel (s) and pull reports associated to the panels from the registry.

Panel numbers and names are mandatory on Panel Administrator registration forms and therefore the panels must be created in CPAR and assigned a number prior to registering a new Panel Administrator. When the pane(s) have been set up in CPAR and the numbers assigned, the panel names and numbers are e-mailed automatically to the CPAR AA.

Once received the CPAR AA can proceed with completing and submitting Panel Administrator registration form(s).

Panel Administrators may be authorized to manage panels for one or multiple clinics/facilities.

The Panel Administrator request includes the demographic information needed to create a unique account for the PA granting access to CPAR and lists all the clinic(s) and panel(s) that are being authorized at that time. Additional panels or facilities can be added later through an amendment request.

The PA's account information, role, and permissions (clinics and panels) are all recorded and maintained in the AHS IAM system. The eHealth Services team at Alberta Health records that information from the submitted Panel Administrator registration forms and the information is passed from the AHS IAM system to CPAR Registry Administration where the PA's role and permissions are granted within the registry for the panels they are authorized for.

If the CPAR Access Administrator is an AHS IAM User, they may authorize CPAR Panel Administrators directly in AHS IAM. An access administrator may not self authorize themselves as a Panel Administrator. This link provides quick references on how to assign a PA in AHS IAM. When the Panel Administrator's account has been completed for set up in CPAR a "Welcome to CPAR" e-mail is sent confirming that access has been granted. The e-mail contains the CPAR link for ease of access https://cpar.alberta.ca.

The process for registering a new Panel Administrator is described below.

- Panel numbers are mandatory on the Panel Administrator forms.

- The panel numbers must be received by the CPAR AA via e-mail prior to completing the Panel Administrator Registration form.

- Fill out the Panel Administrator form listing all clinics/facilities, panel names and numbers that the Panel Administrator is being authorized for.

- The CPAR AA signs the Panel Administrators form for the clinics/facilities and provider panels they are authorized for.

If the clinic assigns one person to the role of both CPAR AA and PA and a second CPAR AA is not set up to sign the PA form, then the provider(s) for each panel listed must each sign the Panel Administrator form to authorize the access.

- The completed and signed Panel Administrator Registration must be faxed to eHealth Services.

- The credentials for the Panel Administrator will be provided to the CPAR Panel Administrator. Credentials will be sent by email, once the submitted request has been processed.

7. Amending User Accounts

Amendments are required to be made when changes occur at the clinic regarding any provider's authorizations and their associated panels (e.g. add or remove provider/panel), or when updates to personal information (e.g. change of name, e-mail address) or changes to remote access are requested (e.g. change in token type).

If a name change is required, please contact eHealth Services by calling (1-855-643-8649) or by e-mailing (ehealthsupport@cgi.com). If a change to remote access is required (e.g. a change from hard to soft token, or request a new hard token) complete the applicable form for the user and indicate the request. Once the request is complete the user will receive further instructions from the AHS Remote Access team on how to activate the new or replacement token. Refer to the Remote Access section in the guide for additional information and resources.

7.1 CPAR Access Administrator

A CPAR AA is authorized by the providers in a facility to manage Panel Administrator accounts. Any changes to that authorization requires the submission of an amendment by completing and submitting a CPAR AA Registration form.

The types of amendments that can be made to a CPAR AA's authorizations/account as well as who must sign to authorize are listed below:

Amendment Type	Authorization – Signature Required
Add new provider(s) authorization	Added provider(s) must sign
Add new authorization for a program (applies if clinic is actively participating in a capitation based Clinical Alternative Relationship Plan)	Authorized Representative for program must sign
Update personal/contact information	CPAR AA signs their own form
Change requested for Remote Access (i.e. token type)	CPAR AA signs their own form
Remove provider authorization	CPAR AA may sign their own form (in the case where a provider is no longer practicing at that clinic), or provider(s) removing authorization may sign instead (in the case where the CPAR AA no longer represents that provider, no longer works at the clinic, has moved into a different role, or the practice splits or re-organizes). If all provider authorizations for a facility are removed then the Primary Custodian can sign on behalf of all the providers in the clinic if a governance agreement is in place.

When provider authorizations change, it is important to ensure that Access Administrator and Panel Administrator requests are submitted in the correct sequence:

- Add new provider (a provider is new to the clinic, or is just starting to participate in CII/CPAR): Add a new provider to the CPAR AA authorizations, and submit that form first. The CPAR AA authorization must be processed, before the AA can add a new provider panel to any Panel Administrator account.

- Remove an existing provider (a provider leaves the practice, or no longer manages an existing panel for any reason): Modify the CPAR Panel Administrator account(s) first, to remove the provider panel. Once that request has been completed, submit a request to remove the provider authorizations from the CPAR AA.
    - If the CPAR AA is modified first, the AA will no longer have the authority to request the corresponding changes from Panel Administrator accounts.

7.2 Panel Administrator (PA)

A Panel Administrator (PA) is authorized by the providers in a clinic to access the CPAR application and complete the tasks associated with the management of their panels (e.g. pull reports such as Conflict Reports). Any changes to that authorization requires the submission of an amendment by completing and submitting a Panel Administrator Registration form. The provider's authorization will typically be delegated to a CPAR Access Administrator, who then approves user requests on the provider's behalf.

Panels can be added or removed from the PA's CPAR access per facility by listing the panel name and number to be added/removed on the PA registration form. Once the request to remove a panel has been processed, the Panel Administrator user will no longer be able to access any information for that panel in CPAR.

The CPAR AA is authorized to sign the PA registration form for any changes requested with the exception of the following scenario:

- In the event that one person in the clinic is both the CPAR AA and the PA and a second CPAR AA has not been registered, the provider(s) would be required to sign and heauthorize changes to the PA's account. The staff member in a dual role cannot authorize their own access to CPAR in the Panel Administrator role.

8. Terminating Roles

If a person that is currently in a CPAR AA and/or a Panel Administrator role and leaves the clinic or no longer continues in the role, submission of a terminate request is required.

The applicable registration form must be submitted with the request to terminate the role.

8.1 Terminate CPAR Access Administrator Role

The CPAR AA can authorize their own termination by signing the form. If that person leaves their employment at the clinic before submitting a termination request, any provider that originally authorized the CPAR AA can sign the form to terminate the role. If there is a governance agreement in place at the clinic then the Primary Custodian/Provider would be the best authorizing signature on the form.

It is important to ensure that another person is registered to take on the role and responsibilities of a CPAR AA if a second CPAR AA is not currently in place to mange the CPAR user accounts. Follow the process for registering a new CPAR AA.

8.2 Terminate Panel Administrator (PA) Role

The CPAR Panel Administrator role should be terminated for any user who no longer needs access in CPAR for the previously authorized panels. It is the CPAR AA's responsibility to ensure that role termination requests are submitted promptly when access is no longer needed.

Any access to other applications such as Alberta Netcare will not be affected when a CPAR role is terminated. Changes to Alberta Netcare access must be requested separately, when needed.

Follow the process for registering a new Panel Administrator if another person is assigned this role to replace the previous PA.

9. How to Handle Common Scenarios

9.1 New Provider Joins Clinic

- Complete and submit an amendment registration form for the CPAR AA and add the provider's information. The provider joining is the only signature required.

- Complete and submit a Panel Request form:
    - Request new panel; or
    - Amend existing panel if it will now be shared with the new provider

- Complete and submit a Panel Administrator form to enable user access to CPAR for the new provider's panel:
    - Amend an existing Panel Administrator's account to add the new panel to an existing user; and/or
    - Request a new Panel Administrator to manage the new provider's panel

> NOTE: The Panel Request form must be submitted and processed for any new panel, before the panel can be added to a Panel Administrator's account. The CPAR-assigned panel number must be received by the CPAR AA and recorded on the Panel Administrator User Request form. Panel Administrator request forms cannot be processed without the panel number.

9.2 Provider Leaves Clinic

Notify eHealth Services by calling (1-855-643-8649) or by e-mailing (ehealthsupport@cgi.com) that a provider is leaving the clinic. eHealth Services will help you ensure that all CII/CPAR submissions are handled correctly when a provider leaves.

The steps to be followed will depend on whether or not the panel will continue to be managed at the clinic. Review the scenarios below, and follow the steps for the relevant scenario.

If the clinic will continue to care for the paneled patients until a replacement is found, complete the following steps:

1. Submit a Panel Request form amendment to request In Transition status in CPAR.

2. The panel will continue to be submitted to CPAR on a regular basis, while in transition.
    - NOTE: New patients <u>cannot</u> be added to this panel, until the permanent replacement has been found and new patients have confirmed their attachment to that provider.

3. Keep the CPAR AA and Panel Administrator accounts as-is, with the existing panel listed under the original provider. This will ensure that the clinic still has access to panel submission results and reports.

Once a permanent replacement provider is in place, the original panel must be terminated and a new panel must be registered under the new provider's name. An existing panel cannot be transferred from one provider to another within CPAR.

4. Register a brand new panel for the new provider:

- Authorize the designated CPAR Access Administrator for the new provider. The new provider and panel can be added to an existing CPAR AA by submitting an amendment request, or a new CPAR AA can be appointed for this provider. The CPAR AA request must be signed by the new provider.

- Submit a new panel creation request for the new provider.

Once the panel request has been processed and the new panel number has been issued, submit a CPAR User Request for each person who will be managing that provider's panel and reports within CPAR. An existing CPAR Panel Administrator can be amended to add the new panel authorization, or a new CPAR Panel Administrator can be appointed.

5. Terminate the original panel:

- Amend all CPAR Panel Administrators to remove the terminated panel from their accounts.
  - o If the same CPAR Panel Administrator(s) will be managing the new provider's panel, a single request can be used to remove the original panel and add the new panel.

- Terminate the original panel by submitting a Panel Request form with the termination date and reason.

- Amend the CPAR AA's account(s) to remove the terminated provider/panel from their authorization.
  - o If the same CPAR Access Administrator will be appointed for the new provider, a single request can be used to remove the departed provider, and add the new provider.

If the paneled patients will be directed to other provider(s), either within the same clinic or at another clinic, complete the following steps:

1. Terminate the panel by submitting a Panel Request form with the termination date and reason.

2. Remove the panel from all CPAR Panel Administrator accounts by submitting a CPAR User Request form.

- If the CPAR Panel Administrator is still using CPAR to manage other panels, choose the 'Add/remove panels' option, and enter the Panel Number and Panel Name for the terminated panel.

- If the CPAR Panel Administrator does not need continued access to CPAR for any other panels, choose the 'Terminate role' option.

3. Remove the provider and panel from the CPAR Access Administrator account(s).

- If the CPAR AA is still authorized for other provider panels, choose the 'Remove provider/panel authorization' option and fill out the information for the provider to be removed.

- If the CPAR AA has no other authorized provider panels, choose the 'Terminate CPAR AA role' option.

> NOTE: Refer to your EMR Guide for CII/CPAR and make the appropriate changes in the clinic EMR to add or remove a physician participating in CII/CPAR.