

HealthSource Clarity v1.6.1 Release Notes

November 2019



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CHANGES TO THE LOGIN PROCESS

- v1.6.1 makes important changes to the way you log in to HealthSource Clarity:
- Extra verification required for most users
- Updated Login screen
- Login troubleshooting changes



Extra verification required for most users

Most — but not all — users will need to provide extra verification to log in after we deploy **HealthSource Clarity v1.6.1**.

This function is technically known as "Multifactor Authentication," or MFA. You've probably used MFA before to access financial or health websites and mobile apps.

Available Extra Verification methods

Method	Required?	Description	Concerns	
		You select a question from a pre- defined list and provide an answer.		
Security Question	Yes	You'll enter the answer each time you log in. If your entry matches the stored answer, you're allowed to log in.	None.	
Okta Verify	No	Sends an authentication code to your mobile device that allows you to log in.		
Google Authenticator	No	Sends an authentication code to your mobile device that allows you to log in.	lf you can't use your mobile device at work, don't use these methods.	
SMS Authentication	No	Sends a text message to your mobile device.		



Extra Verification process

Current Ciox Health employee?	Not a Ciox Health employee?
All Ciox Health employees have already setup a Security Question in the Okta authentication portal. You log in to Okta when you select your annual insurance benefits and request time off.	Your site may be configured to use MFA. If so, you'll see a Setup page after you enter your User ID and Password :
Simply enter the answer to this Security Question to complete your login to HealthSource Clarity .	HEALTH X SOURCE Set up multifactor authentication
HEALTH X SOURCE	Your company requires multifactor authentication Okta Verify Setup Use a push notification sent to the mobile app. Setup
Security Question What was your dream job as a child?	SMS Authentication Setup Enter a single-use code sent to your mobile phone.
Answer Show Verify	Google Authenticator Setup Enter single-use code from the mobile app. Security Question Setup
Sign Out	Use the answer to a security question to authenticate.
If you've configured any of the optional Extra Verification methods, you can use them instead of the Security Question .	Click Setup for the Security Question . The other methods are optional.



Updated Login screen

As shown below, there are slight changes in the appearance of the **Login** screen.

See the next page for information about using the new **Need help logging in?** link.

After v1.6.1	Was
	HEALTH X SOURCE
HEALTH X SOURCE	User ID:
Sign In	jeff.nold@cioxhealth.com
jeff.nold@cioxhealth.com 📀	Password:
•••••••	
Sign In	Log In
Need help signing in?	Forgot password? Unlock account? Help



Login troubleshooting changes

If you can't login to **HealthSource Clarity**, you'll now use a slightly different process to recover your password or unlock your account.

1. Click the **Need help signing in?** link.

Sign In	
jeff.nold@cioxhealth.com	3
a	0
Sign In	Click

2. The available "troubleshooting" links appear.

والمستحد والمحاجب والمحاجب والمحاجب والمحاجب والمحاجب والمحاجب والمحاجب والمحاجب والمحاج والمحاج والمحاج والمحاج	and all and the second second second second
Sign In	
🔔 jeff.nold@cioxhealth.com	0
·····	0
Sign In	
Need help signing in?	
Forgot password? Unlock account? Help	



- 3. Click the appropriate choice. You remain on the **Login** page, instead of being sent to a different page as happened in previous versions.
- 4. Enter the email address you use to login and click **Reset via Email** or **Send Email**:

Reset password	Unlock account	
HEALTH X SOURCE	HEALTH × SOURCE	
Reset Password	Unlock account	
L Email or Username	L Email or username	
Reset via Email	Send Email	
Back to Sign In	Back to Sign In	

5. You'll receive an email from Okta. Follow the link in this message to reset your password or unlock your account.

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AUTOMATIC IDENTIFICATION OF AMERICAN RETRIEVAL REQUESTS

HealthSource Clarity can now automatically identify and select <u>American Retrieval</u> as the requester if the Request Letter contains sufficient information:

Requester Name	Requester #	Keyword matching	Address matching
		American Retrieval	PO Box 2905
American Retrieval	1597879	OR	Plymouth, MN
		763-233-7300	55441

If the Automated Data Extraction process finds the information shown above on the Request Letter:

- the requester will be automatically selected;
- the **Find Requester** fields and commands will be unavailable;
- the Approved Requester Name and Address message will be displayed;
- the **Requested By** and **Attn To** fields will be auto-filled with <u>American Retrieval</u>. See page 11 for more information on this function.



REDUCE MANUAL DATA ENTRY FOR HIGH VOLUME REQUESTERS

We now automatically fill out several data entry fields when we successfully identify a request as coming from a "high-volume" requester:

Requester Name	Requested By	Attn To	Ship To
American Retrieval	American Retrieval	American Retrieval	Same as Bill To
Cigna	Medical Request Team	Medical Request Team	Same as Bill To
ExamOne	ExamOne	ExamOne	Same as Bill To
Humana	Humana Provider Payment Integrity	Humana Provider Payment Integrity	Same as Bill To
PDC Retrievals	PDC Retrievals	PDC Retrievals	Same as Bill To

We have also improved how accurately **HealthSource Clarity** extracts patient identification values for requests from these customers by "clearing out" values known to be wrong from the Automated Data Extraction database.



API CHANGES

Ciox Health provides some customers with API tools to enable streamlined connections between their request process and **HealthSource Clarity**.

These changes are not documented here and have no impact to anyone who uses **HealthSource Clarity** to process medical record requests. We're listing them here for historical purposes:

- Change allowable string length and characters for requester information;
- Extract ship-to address from data submitted by requester;
- · Pass request status information to requester in real time;
- Bypass due date values submitted by requester, since **HealthSource Clarity** calculates due dates using Ciox Health business rules.

Full details on our API will be published in the near future.