HealthSource Clarity

v1.6.1 Release Notes

November 2019

Document History

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HealthSource Clarity v1.6.1 Release Notes

⚠	You do **NOT** need to update your TrayApp to use **v1.6.1**.

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
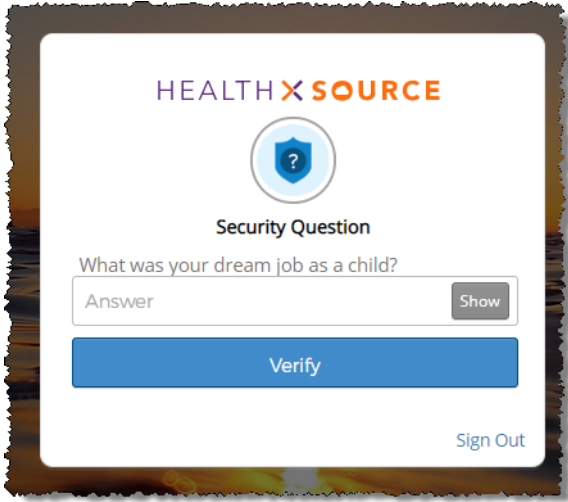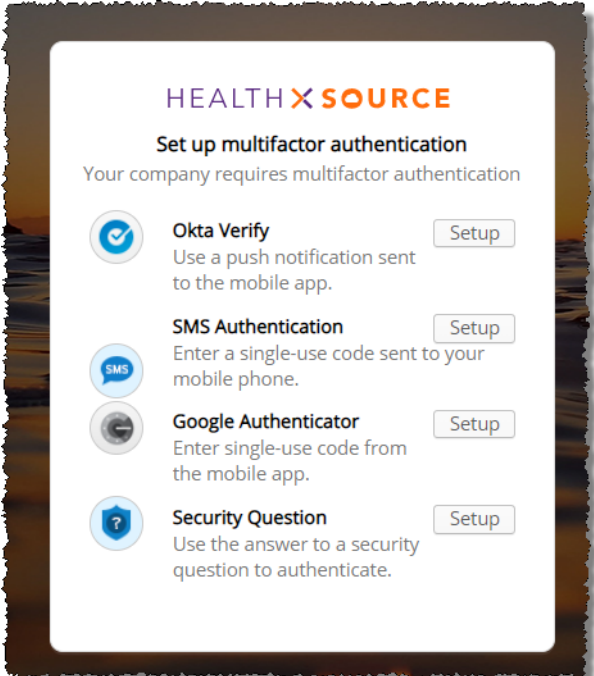
Extra verification required for most users

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
Security Question	Yes	You select a question from a pre-defined list and provide an answer. 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.	If you can't use your mobile device at work, don't use these methods.
Google Authenticator	No	Sends an authentication code to your mobile device that allows you to log in.	
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. Simply enter the answer to this **Security Question** to complete your login to **HealthSource Clarity**. If you've configured any of the optional **Extra Verification** methods, you can use them instead of the **Security Question**.	Your site may be configured to use MFA. If so, you'll see a **Setup** page after you enter your **User ID** and **Password**: 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.

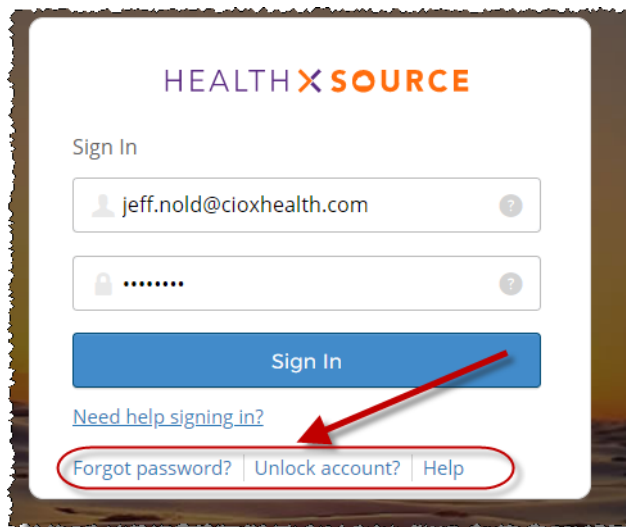| After v1.6.1	Was
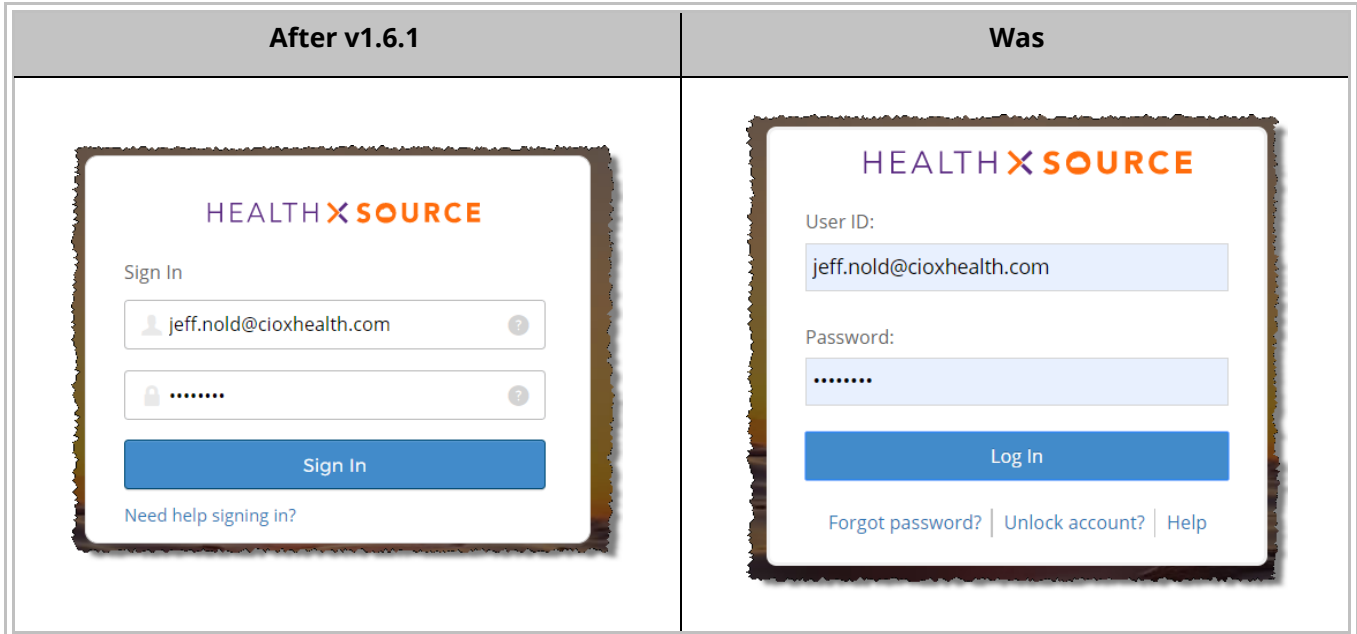
Login troubleshooting changes

If you can't login to **HealthSource Clarity**, you'll now use a slightly different process to recover your password or unlock your account.
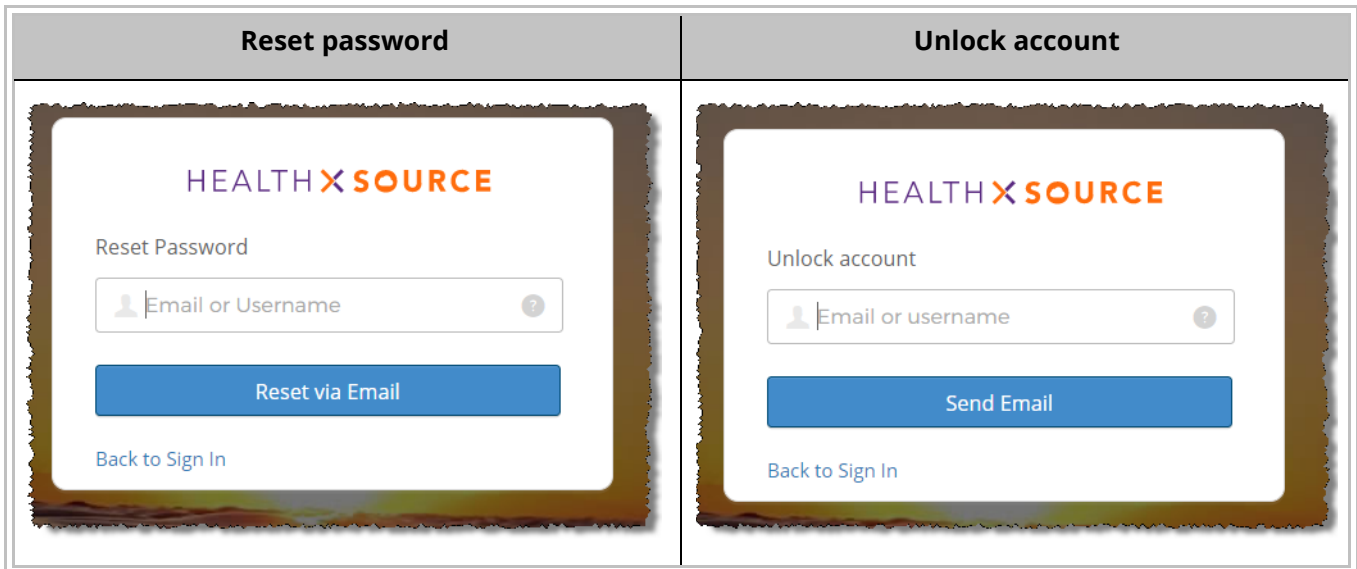
1. Click the **Need help signing in?** link.

2. The available "troubleshooting" links appear.

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

5. You'll receive an email from Okta. Follow the link in this message to reset your password or unlock your account.
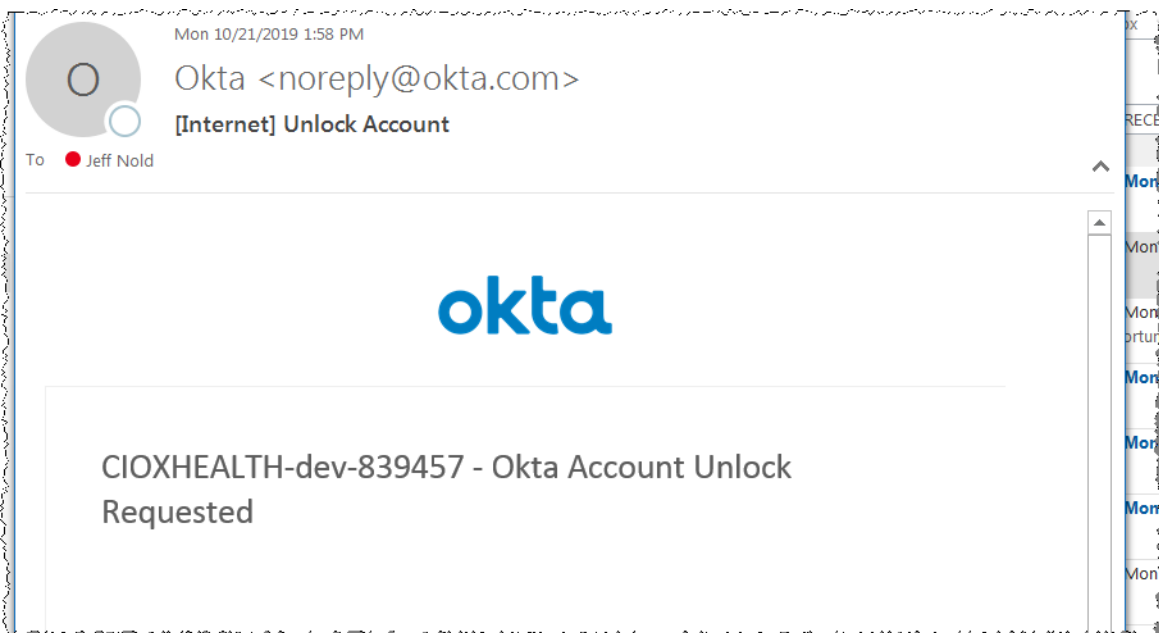
AUTOMATIC IDENTIFICATION OF AMERICAN RETRIEVAL REQUESTS

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	1597879	American Retrieval **OR** 763-233-7300	PO Box 2905 Plymouth, MN 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.